

CURRICULUM VITAE

eliezerderrick77@gmail.com

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1. PERSONAL DETAILS

NAME:	DERICK R. ELIEZA.
NATIONALITY:	TANZANIAN.
DATE OF BIRTH:	03 rd SEPTEMBER, 2000
PLACE OF BIRTH:	BUKOBWA, KAGERA.
RESIDENCE:	DAR ES SALAAM, TANZANIA.
MARITAL STATUS/SEX:	MALE.

Objective:

Highly motivated and customer-focused Call Centre Agent with over 2 years of experience in the customer service and sales sectors. Adept at handling inbound and outbound calls, managing customer inquiries, and achieving sales targets. Proficient in English, with excellent communication and interpersonal skills. Looking to leverage my experience and passion for customer service in a remote position with Danvast Careers, contributing to the company's growth in the finance industry.

2. EDUCATION BACKGROUND

- ✓ 2021 to 2024 B.Sc. Instructional Design and Information Technology (University of Dodoma).
- ✓ 2018 to 2020 Advanced Certificate of High School Education (Ihungu Boys High School).
- ✓ 2014 to 2017 Certificate of secondary Education (Bakoba Sec. School).
- ✓ 2013 Certificate of Primary School (Jaffery Primary School).

3. WORK EXPERIENCES AND TRAINING

Telesales and Telesourcing Agent

Five Star Enterprises | Dodoma, Tanzania | May 2021 – September 2023

The following are key activities and skills accomplished:

- Managed high volumes of inbound and outbound calls, providing exceptional customer service in a fast-paced environment.
- I handled incoming calls, emails, and live chat inquiries with a professional and empathetic approach.
- Followed up with customers to ensure satisfaction and address any concerns.
- Assisted customers in selecting products, answering questions, and providing recommendations based on their needs.
- Managed customer information using Zendesk and Freshsales, ensuring accurate and up-to-date records.

- Collaborated with team members to develop strategies for improving sales techniques and customers satisfaction

Part-time Remote Tele Caller

ComSim, | USA | Jan 2024 -May 2024.

The following are key activities and skills accomplished: -

- Responded to customer inquiries through phone, email, and chat, providing clear and compassionate answers.
- Assisted in the development of standard operating procedures to improve operational efficiency.
- Coordinated with internal and external partners to resolve customer issues and ensure seamless service delivery.
- Followed up with leads through text and email to provide additional information and support.
- Demonstrated exceptional telephone communication skills in addressing customer inquiries and resolving issues promptly.
- Prepare the daily and weekly report using Microsoft Excel, Trello and Google sheets.
- Utilized strong data entry proficiency to accurately input and update customer information in the system.
- Maintained a high level of attention to detail to ensure accurate documentation of customer interactions and resolutions.
- Collaborated effectively with excavators and underground utilities to prevent damage to utilities, enhancing public safety as part of the company's initiatives.

Part-time Customer Service Representative

Bacchus Limited | Kizota, Dodoma Tanzania | May 2023-October 2023

The following are key activities and skills accomplished:

- Assisted customers in selecting products, answering questions, and providing recommendations based on their needs.
- Contributed to achieving sales targets through effective customer engagement and support.
- Maintained accurate and organized customer records in the CRM system, improving data integrity and facilitating better customer relationship management.
- Coordinated with various departments to streamline operations and improve efficiency.
- Facilitated communication between team members and external partners, ensuring seamless operations.
- Conducted research and provided insights to support business decision-making.

Field attachment

Exim Bank | Dar es Salaam, Tanzania | July 2022 – September 2022

I was assigned to the IT department, although I got an opportunity to perform other tasks that involved direct interactions with customers.

- Contributed to maintaining accurate records and processing transactions in compliance with banking regulations.
- Supported the customer service team in handling inquiries and resolving issues related to banking services such as cheque issues, certificates of deposits.

4. SKILLS

- ✓ Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- ✓ High emotional intelligence and compassion.
- ✓ Knowledgeable in CRM software and data management tools
- ✓ Familiar with remote communication tools such as Zoom, Slack, and Teams
- ✓ Proficient in call centre technology and software applications, including Google Documents, Anasa, Trello and WhatsApp.
- ✓ Proficient in Help Desk, Live Chat and Customer Feedback systems and other digital tools.
- ✓ Excellent communication skills, both verbal and written.
- ✓ Strong multitasking and time management abilities.
- ✓ Analytical thinker with a problem-solving mindset, with data analytic skills using python and Microsoft Excel.
- ✓ Excellent report writing skills.
- ✓ Experience in customer services role.
- ✓ Fluent in English and with basics in French language

5. REFEREES

Gordian M Lushaju

Director, Five Star Enterprises

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Dr. Lucian Ngeze

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University of Dodoma.

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6. DECLARATION

I am confident that my combined expertise mentions above, as well as my dedication and adaptability, will make me a valuable asset to any organization. I am excited about the prospect of contributing my skills and knowledge to your esteemed organization and welcome the opportunity to discuss further how I can be of value to your team.

University of Dodoma
College of Informatics and Virtual Education
P.O. Box 490 Dodoma, Tanzania
16.08.2024

Danvast Careers Search
Hiring Manager,

Dear Sir/Madam,

RE: RECOMMENDATION LETTER FOR MR. ELIEZA DERICK

Please refer to the heading above.

I am pleased to be writing this recommendation letter for Mr. Elieza Derick for the position of Call Centre Agent. I have had the opportunity to observe him closely for 3 years while he pursued his undergraduate degree here at the University of Dodoma in the College of Informatics and Virtual Education. During the whole of this period, I have constantly worked with him, it was indeed a pleasure of teaching and mentoring him in several courses, that they would be a valuable addition to any team or organization in the field. He has shown competence in his work. He is keen in performing his duties.

Based on his performance I highly recommend Mr. Elieza Derick R for consideration in any relevant position. I am certain that he will make a positive impact if given a chance in your institution.

Please feel free to contact me if you require any further information or would like to discuss Mr. Elieza Derick R in more detail.

Yours Sincerely

A handwritten signature in blue ink, appearing to read 'Lucian Ngeze', with a horizontal line underneath.

Dr. Lucian Ngeze,
Lecturer, College of Informatics and Virtual Education