Personal details

**Name:** Joyce J Malusa

**Date of birth:** 30/12/1998

**Phone:** 0744 697 479

**Email:** joycemalusa9@gmail.com

**Nationality:** Tanzanian

**Marital status:** Single

**Home Address:** Ubungo, Dar es salaam

**Language:** English and Swahili

**Hobbies:** Books reading and writing

# Objective

* + - * To be part of the organization where I can devote myself fully and give out best of my talents and skills to become its strongest asset
			* To use my knowledge and skills effectively to deliver reliable service to the targeted market and community.

# Experience

**January-June 2017**  **Teaching**

 **Prince pre school**

* Teaching and nursing little children
* Organizing and operating daily class activities
* Assisting the children in learning and participating in social and extracurricular activities.

**August-October 2021 Field Excavator**

 **University of Dar es salaam**

* Surveying landscapes with potentials in Iringa rural areas
* Performing excavation to recover and collect materials used in the past human society
* Recording of the retrieved data
* Conducting analysis of the recovered materials to determine their uses and age
* Inventory and packaging of the obtained materials.

**November 2023 to date**   **Customer care representative**

 **inDrive**

* Attending customers via online and chat
* Addressing their inquiries through phone calls
* Resolving customer’s complaints through emails
* Escalating customer’s queries to the concerned teams for further actions

#  Education.

 **2019-2022 BA, ARCHAEOLOGY AND HISTORY**

 **University of Dar es salaam**

* Pursued a passion for Archaeology and History relations and learn about the past
* Learning about conservation management and strategies
* Writing a research proposal titled “Assessing the Women Involvement in Conservation and Managements of Archaeological and Historical Sites in Bagamoyo”.

**2017-2019 ADVANCE CERTIFICATE OF SECONDARY EDUCATION**

 **Benjamin William Mkapa High School**

* Pursued History, Geography and Language studies and scored Division One in final exams

**2013-2016 CERTIFICATE OF SECONDARY EDUCATION**

 **Jangwani Girl’s Secondary School**

# SKILLS AND KNOWLEDGE

* Computer skills
* Customer service
* Teamwork and collaboration
* Written and oral communication
* Ability to work under pressure and meet the deadlines
* Performing and managing daily operations
* Ability to work independently with minimum supervision