

## DIPLOMA IN SECONDARY EDUCATION EXAMINATION

### OBJECTIVES

- ❖ To be a force or part of a successfully, small and dynamic team that preferably works in competitive and challenging environment in order to achieve its goals
- ❖ To maximize potentiality by contributing directly to the success of the organization, company or prospective employer strategies in attaining best standards of the product of services offered.
- ❖ Currently looking for any challenging position, one which will make the best use of my academic knowledge which enable further personal professional development through the skills I have acquired through experience and progressive leaning as to make sure the community that I serve got it deserve.

### PERSONAL DATA

Date of birth : 07<sup>th</sup> September 1995, Dar-es-salaam.  
Sex : Male  
Marital Status : Married  
Language proficiency : Swahili, English  
Nationality : Tanzanian  
NSSF No : 47709193  
National ID : 19950907-15108-00001-28  
Personal Interest : Multitasking and eager to acquired new skills

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### EMPLOYMENT

#### RECORDS & WORK

#### EXPERIENCE WORKED AT HALOTEL / UTEL GLOBAL COMPANY LIMITED

**POSITION: CUSTOMER CARE REPRESENTATIVE (CCR)**

**DURATION: YEAR 2023 up to date**

#### DUTIES AND RESPONSIBILITIES AS CCR

- Directly deal with customers via phone  
Handle and resolve customer complaints
- Advise Customer on company products and services information
- Closely work with call center leadership and marketing team to ensure proper customer service is being delivered to customers
- Escalate critical inquiries, complaints and unresolved issues to designated resources

**WORKED AT TRANSWORLD AVIATION LIMITED IN ZANZIBAR AMANI ABEID  
KARUME INTERNATIONAL AIRPORT (AAKIA) TERMINAL 3**

**PERIOD: 2021 to 2023**  
**POSITION: LOST AND FOUND OFFICER / BAGGAGE HANDLING AGENT**

**DUTIES AND RESPONSIBILITIES**

- Customer service face to face with passenger arriving into baggage reclaim
- To handle and manage all incidents in respect of delayed bags, damaged or pilferage or lost property items
- Reuniting passengers with baggage and sending communication message via the tracer system and the management of world tracer system
- To monitor and maintain files with world tracer

**Other**

Check In agent and Boarding gate agent

ACADEMIC BACKGROUND	INSTITUTION/SCHOOL	YEAR	AWARDED
	VOCATIONAL EDUCATIONAL TRAINING AUTHORITY(VETA)	2018-2019	SHORT COURSE IN BASIC DRIVING
	VIKINDU TEACHER'S COLLEGE	2016-2018	DIPLOMA IN SECONDARY EDUCATION
	JITEGEMEE JKT HIGH SCHOOL	2014-2016	ADVANCED CERTIFICATE OF SECONDARY EDUCATION EXAMINATION
	KURASINI SECONDARY SCHOOL	2010-2013	CERTIFICATE OF SECONDARY EDUCATION EXAMINATION

**KNOWLEDGE & SKILLS**

- ❖ Airport aviation Awareness course provided by Zanzibar Airport Authority {ZAA} at Zanzibar Terminal one.
- ❖ Airport Dangerous good category 9, Customer service skills. Soft skills and computer literacy
- ❖ Good communication skills and High level of integrity, honest responsible excellent communication reporting and presentation skills.

Others: Computer literacy in all Microsoft suite packages

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**REFERENCES**

Mr. ABDALLAH SULEIMAN MOHAMES  
HEAD OF OPERATION DEPARTMENT  
TRANSWORLD, ZANZIBAR AIRPORT  
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Mr. STEVEN PAUL  
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Mrs. PILLY MAUMBILE KISINGA  
HEAD TEACHER  
IBN TAYMIYYAH SCHOOL  
Tel: +255 714 410 300

**DECLARATION.**

I, **YUSUPH MAUMBILE KISINGA**, declare that all the information given in this CV is correct to my best of my knowledge

Signature: Y.Maumbile