



Eva Augustino Ngowi

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About me: An enthusiastic Human Resource Officer with experience to provide general office administration services, Planning and implementing office systems, Oversee employee disciplinary meetings complaints, terminations and investigations, Manage day to day human resource task such as staff attendance, payroll, leave management advance request, and loan requests and employer records, support visitors and handle customer inquiries and complaints, schedule appointments and meetings.

WORK EXPERIENCE

07/01/2020 - 03/04/ 2023 - Dar es Salaam Tanzania

● **SCHOOL ADMINISTRATOR - AT BARAKA DAY CARE CENTRE**

1. Coordinating all administrative process.
2. Resolving conflicts or other issues as they occur.
3. Handle scheduling and record keeping and reporting.
4. Develop and run education programs.
5. Help shape uphold the vision of the school.
6. Communicate with parents, regulatory, bodies and the public.
7. Hire training and advise staff.
8. Ensure school complies with relevant laws and regulation.
10. Ensure training material are available and delivered to the venue on time and coordinate purchase of specified stationaries.

01/07/2019 - 31/12/2019 - Dar es Salaam Tanzania

● **SALE AND MARKETING - HALOTEL**

1. Engage in Superior customer services by making information readily available.
2. Demonstrate products and service as deemed necessary by clients and management
3. Schedule appointments and meetings necessary
4. Analyze and create a plan for engaging the targeted market, customer support

01/03/2018 - 30/11/2018 - Dar es Salaam Tanzania

● **RECEPTIONIST - BIBO SOLUTION LTD**

1. Provide general office administration services.
2. Answer questions and respond to inquiries about what Bibo Solution offer.
3. Answer telephones calls and pass information/take message or forward calls.
4. Schedule and confirm appointment and maintain event calendars.
5. Entry customer data and send correspondence.
6. Maintain proper or electronics document and records, handle incoming and outgoing mails.
7. Assist to make copies, scan document, print business cards, ID cards bind and laminate document.
8. Dispatch official letters to the appropriate address outside the office.
9. Manage front desk and provide customer care to visitors and staff.

14/02/2017 to 31/12/2017 - Dar es Salaam Tanzania

● **VOLUNTEER - GNRC (GLOBAL NETWORK OF RELIGION FOR CHILDREN)**

1. Assist in Dar es salaam office daily activities
2. Visits to Peace Clubs to encourage them on various activities in relation to Peace and Ethics (Field Work).
3. Assist in the implementation of the Children's Agenda and Civic Education project
 - Organizing Forums/ Debates with children, Imams & Religious leaders
 - Organizing workshops with children with children, Imams & Religious leaders
4. Assist in collect news articles that are specifically relating to the issues of Civic Education Peace and harmony
5. Conduct activities relating to GNRC activities especially on Interfaith, Peace and Ethics Education including explaining/ training to the guests the kind of art work done at GNRC –Africa has and how they can lead to peace.
6. Assist in finding materials to be used in Peace Clubs Newsletter / disseminated on Peace Club's website.
7. Create links with organizations dealing with peace or similar issues.
8. Assist in compiling/wring activity reports
9. Carry out any other duties as given by your supervisor
10. You will report direct to the Assistant Program Manager

06/07/2015 - 18/09/2015 - Dar es Salaam Tanzania

● **HUMAN RESOURCE OFFICER: FIELD STUDENT - TANZANIA PORT AUTHORITY (TPA)**

1. Calculate one third of employees' salaries for those who requesting loans
2. Arrange files into cabinet and writing folio numbers.
3. Manage day to day HR task such as staff attendance, payroll, leave management advance request, and loan requests and employer records.
4. Coordinate and facilitate employee training programs
5. Submit request reports and documentation.
6. Assist recruitment process including resume screening.
7. Oversee employee disciplinary meetings complaints, terminations and investigations.
8. Perform other relevant tasks as assigned by supervisor.

EDUCATION AND TRAINING

10/2013-07/2016 - Dar es Salaam, Tanzania

● **BACHELOR DEGREE IN HUMAN RESOURCE MANAGEMENT - INSTITUTE OF SCIAL WORK**

Field(s) of Study

Human Resources

2011-2013 - Dar es Salaam, Tanzania

● **ORDINARY DIPLOMA IN HUMAN RESOURCE MANAGEMENT - INSTITUTE OF SOCIAL WORK**

2010- 2011 Dar es Salaam, Tanzania

● **CERTIFICATE OF HUMAN RESOURCE MANAGEMENT - INSTITUTE OF SOCIAL WORK**

2004 - 2007 Dar es Salaam, Tanzania

ORDINARY CERTIFICATE OF SECONDARY EDUCATION - MAKONGO HIGH SCHOOL

● LANGUAGE SKILLS

Mother tongue(s): SWAHILI

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Communication skills:

Written and Verbal skills | Excellent Communication Skills | Good listener and communicator | Decision-making | Presenting

Computer Literacy skills:

Microsoft Office: Word, Excel, Access, Power Point, Outlook. | Internet user | Video conferencing (Zoom, Skype, Webex)

Personal skills:

Critical thinking | Analytical skills | Strategic Planning | Team-work oriented | Motivated | Conflict resolution | Creativity | Detail-Oriented | Responsibility | Flexibility

● RECOMMENDATIONS

Headmistress
Baraka Day Care Centre
ELINGINENGASIA OBED MOSHI
Phone: 0713318936

Mr. Bernard Haule Designation -
Director of Trade
Investment and productive sector Ministry of
Foreign Affairs and East Africa Cooperation
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