

# **CURRICULUM VITAE**

## **LIGHTNESS.F. KAIZA**

### **CONTACT ADDRESS**

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### **PERSONALITY**

Due to my short experience have got to learn and, understand and skills in resolving issues and conflicts by using participatory approach. Also, in computer skills in daily applications use including but not limited to MS Excel, MS Word, MS Power point, internet and email. In customer care on how to generate positive attitude and word-of-mouth with different customers according to their ages and how to handle customer complaints from aggressive customers.

### **WORKING EXPERIENCE**

August 2021-Currently (2024) Secretarial at Fabi General Business and Fakaso Investment Company, Dar es Salaam Tanzania. Working as a Secretary

- Answering calls, taking messages and handling correspondence.
- Maintaining diaries and arranging appointments, typing, preparing and collating reports and filing.
- Organizing and servicing meetings (producing agendas and taking minutes) managing databases.
- Provide customer service through leading, managing, and motivating associates on the sales floor.
- Recruited, interviewed and processed employee paperwork for the transportation department.
- Train new employees, collaborate with management and outside branches to formulate and implement policies, procedures as well as objectives.
- Develop and maintain excellent customer service to internal and external customers.
- Supporting managers with business documentation and professional demeanor at all times.
- Maintaining a friendly, approachable style to build relationships and work harmoniously with others workers at all times.
- Handling all incoming phone calls, direct visitors to the right offices, greet clients, manage files, and update paperwork and documents.
- Assisting with developing and implementing strategies and processes that maximize the productivity of the company's employees and daily business functions.

July 2017- January 2018, Volunteer, Tanzania Revenue Authority (TRA), Dar es Salaam -Tanzania. Working as a volunteer, in this position gave me an opportunity to learn how to ensure financial capacity recording and data keeping Major Duties and Responsibilities: -

- Handle customers professionally.
- Prioritizing tasks while staying focused on several projects simultaneously and diligently follows up on outstanding items.
- Assists walk-in clients, schedules client appointments, answers phone lines, and helps clients with questions and issues
- Assisting in monitoring staff duties like ledger entries.
- Participating in developing plans to improve their clients' well-being
- Efficiently processes updated client information and payments into database
- Having the Ability to multitask effectively in a fast-paced environment
- Participating in preparing invoices, payment vouchers and receipts in the expenditure accounting system.

August-December 2016, Trainee, Sinza Ward (Kinondoni district), Dar es Salaam -Tanzania. Working as a trainee, in this position gave me an opportunity to learn and require to provide needed information and ideas that the community may initially lack, so that the community members discover the ways and means of achieving their goals. Major Duties and Responsibilities: -

- Solving community cases.
- Dealing with society documents.
- Perform other duties as assigned by immediate supervisor
- Ensure that all assessment data is kept organized in an accessible manner

Document all work and experiences including writing weekly reports commonly found answering phones, assisting in making travel arrangements, assisting in filing documentation letters to the citizens and organizing documents, recording meeting minutes, and performing basic bookkeeping tasks.

### **OTHER TRAINING**

- Research and Data collection training
- Entrepreneurship training

### **ACADEMIC BACKGROUND**

<b>Name of Institution</b>	<b>Duration</b>	<b>Award Received</b>
The Mwalimu Nyerere Academy Memorial	2017-2019	Diploma in Economic Development
The Mwalimu Nyerere Academy Memorial	2016-2017	Certificate in Community Development
St. Theresa of Avilla Girls Sec. school	2011-2014	Ordinary Level Certificate of Secondary Education
Grace Primary School	2004-2010	Primary School Education

### **LANGUAGE**

- English – Excellent Speaking and writing
- Kiswahili – Excellent Speaking and writing

### **REFEREES**

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### **CERTIFICATION**

I, Lightness Fabian Kaiza, certify that to the best of my knowledge and belief, the information above best and correctly describe my qualifications and my experience.