

# WILFRED ELIAS MJEMA

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## 1. PERSONAL:

Gender : Male  
Date of Birth : 28/11/1995  
Nationality : Tanzanian  
Marital Status : Single  
Language : English, Swahili

## 2. EDUCATION:

2015-2017 **University Of Dar es Salaam Computing Centre**  
*Diploma in Computing and Information Technology.*

### **Core Courses:**

Business Communication, Computer Programming, Design and Implementation Of interactive website, Database Systems, Fundamental of PHP Scripts, Routing And Switching in Enterprises Networks, Developing Application with Microsoft Access, Project Management, Systems Analysis and Design, Design and Implementation of Database Driven Website. Database system using MySQL

2013-2014 **University of Dar es Salaam Computing Centre.**  
*Certificate in Computing and Information Technology*

### **Core Courses:**

Communication Skills, PC Hardware and Software, Web Design, Programing Concepts, Database Principles, Network Operating Systems, Office Automations (Microsoft Office Programs

2012 **Certificate in Graphics Design at University Of Dar es Salaam Computing Centre**

2009-2012 **Certificate of secondary ordinary level at Benjamin W Mkapa Secondary School**

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### **3. WORK EXPERIENCE:**

**▪ Information Technology (IT) Technician (field) at Ministry of Agriculture Food Security and cooperative (JULY, 2014-MAY, 2015)**

**Role Functions:**

- ❖ Configuring and administer desktop computers, printers, routers, switches, phones, personal digital assistants, Smartphone's, software deployment, security updates and patches.
- ❖ Network infrastructure planning and design.
- ❖ Support LANs, WANs, network segments, Internet, and intranet systems.
- ❖ Ensuring that the network infrastructure is up and running.
- ❖ Computers troubleshooting and repair.
- ❖ Software's installation and supports i.e. Microsoft Office, Antivirus etc.
- ❖ Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.

**▪ Data Entry Clerk Agent and EKYC (Know your Customer) at ISON BPO TANZANIA (MAY, 2016-DEC, 2016)**

**Role Functions:**

- ❖ To approve tigo customer applicants forms
  - ❖ Scanning of tigo applicants documents
  - ❖ Filling the application forms
  - ❖ Issuance of identity cards
  - ❖ Requesting and sorting registration materials
  - ❖ Typing tigo customer's information on the system.
  - ❖ Documenting tigo customer's numbers on Microsoft Excel for Office use.
  - ❖ Insuring all tigo customer's information are well documented.
  - ❖ Verification of tigo customer information with the one on the ID provided.
  - ❖ I have learned team work skills which are very critical regarding the current work.
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- **CUSTOMER CARE REPRESENTATIVE at UTEL GLOBAL LIMITED (April, 2018-February, 2020)**
  - 2018-February, 2020)

**Role Function:**

- ❖ Attracts potential halotel customers by answering products and service questions.
- ❖ Suggesting information about other halotel products and service.
- ❖ Maintain halotel customer records
- ❖ Handle halotel customer complaints, provide appropriate solutions and alternatives within the time limits
- ❖ Managing halotel incoming calls and customer service inquiries
- ❖ Identifying and assessing halotel customer's needs to achieve satisfaction
- ❖ Generate sales leads
- ❖ Provide accurate, valid and complete information by using the right methods/ tools
- ❖ Take the extra mile to engage customers
- ❖ Follow communication procedures, guidelines and policies

- **CUSTOMER SERVICE EXECUTIVE (Telesales Team) at SUNKING TANZANIA (August, 2020- February, 2022).**

**Role Function:**

- ❖ Attracts potential Sunking Solar customers by answering products and service questions.
  - ❖ Suggesting information about other sunking solar products and service.
  - ❖ Maintain sunking solar customer records
  - ❖ Handle sunking solar customer complaints, provide appropriate solutions and alternatives within the time limits
  - ❖ Managing sunking solar customers incoming calls and customer service inquiries
  - ❖ Identifying and assessing sunking solar customer's needs to achieve satisfaction
  - ❖ Generate sales leads
  - ❖ Provide accurate, valid and complete information by using the right methods/ tools
  - ❖ Take the extra mile to engage customers
  - ❖ Processing Sunking solar Orders and making followups if the customer has received his products and close the sales deal.
  - ❖ Track and document calls and sales.
  - ❖ Promote company products and services.
  - ❖ Setting weekly and monthly sales targets.
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▪ **SERVICE DESK TEAM at SUNKING TANZANIA**  
(February, 2022 – February, 2024).

**Role Function:**

- ❖ Handling of customer faulty products that have been escalated from the inbound team.
- ❖ Repossession and replacement requests.
- ❖ Reversal and reassigning payments request.
- ❖ Startimes /Azam satellite dish activation.
- ❖ Responding to Telcos on all payment related issues.
- ❖ Overpaid refunds for unlocked accounts.
- ❖ Any other task that may be identified later to fall under tech team.



#### **4. HOBBIES AND INTEREST:**

- I like socializing with people, surfing on internet, reading motivational books, listening to music and reading Technology things and the growing of technology in our world on TV and Internet.

#### **5. HEALTH STATUS:**

- Excellent physical condition, non-smoker and non-liquor drinker, good eye sight.



## 6. REFEREES:

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