**FARIDA DAUDA MTUNZI**

**MOBILE: 0693128562**

**EMAIL: faridadauda06@gmail.com**

**TABATA DAR ES SALAAM**

**CITIZENSHIP: TANZANIAN**

**SEX: FEMALE**

**BIRTHDATE: 19th JUNE 1994**

**PERSONAL STATEMENT**

I am hard working, positive altitude and self-motivated with a proven record of accomplishment in some organizations/companies I have blessed to work with. A Person who has developed a responsible approach to any task, which I undertake and I always strive to achieve the highest standard possible. I am excellent in working with others to achieve a certain objective on time and with excellence.

**EMPLOYMENT HISTORY AND EXPERIENCE**

* **Amana Bank, Dar es Salaam, Tanzania – Customer Service Officer.**
* Credible Brand ambassador for Amana Bank.
* Front Desk attendant
* Customer services practitioner
* **Tanzania Tourist Board, Dar es Salaam, Tanzania.**

**January2018 –October 2019- Customer Service and Marketing Personnel**

* Identifying customers with outstanding visitation.
* Performing all customer services job.
* **Tanzania Zambia Railway Authority (TAZARA), Dar es Salaam, Tanzania.**

**- Undertaking extensive Field Training from 2019 to 2020**

* **Bravo Logistic Company, Dar es Salaam, Tanzania.**

**July 2021 to August 2022- Truck Driver.**

* Transporting goods and commodities from Dar es salaam Port to mwanza, Mbeya,ifakara and other scheduled regions.

 **Simba Logistic company, Dar es Salaam, Tanzania. September 2022 to December 2023 – Transit Truck Driver.**

▪ Transporting goods and commodities from Dar es salaam Port to Kolowezi, Congo

**EDUCATION AND QUALIFICATIONS**

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| --- | --- | --- | --- |
| **YEAR** | **SUBJECT** | **SCHOOL** | **GRADE ACHIVED** |
| **2023-2023** | CERTIFICATE IN PASSENGER SERVICE VEHICLE | VOCATIONAL EDUCATIONAL TRAINING AUTHORITY | PASS |
| **2020-2020** | CERTIFICATE IN TRUCK MECHANICS | VOCATIONAL EDUCATIONAL TRAINING AUTHORITY | PASS |
| **2019-2019** | CERTIFICATE IN HEAVY GOODS VEHICLE | VOCATIONAL EDUCATIONAL TRAINING AUTHORITY | PASS |
| **2013-2016** | LOCAL GOVERNMENT TRAINING AUTHORITY | LOCAL GOVERNMENT TRAINING INSTITUTE | DIPLOMA IN HUMAN RESOURCES MANAGEMENT |
| **2009-2012** | CERTIFICATE IN SECONDARY EDUCATION | BENJAMIN WILLIAM MKAPA HIGH SCHOOL | PASS |

**PERFORMANCE IMPROVEMENT COURSES, SEMINARS AND WORKSHOPS.**

* Attended a one month course on February 2023, about customer care and awarded a certificate as a trained customer care representative by iSON experiences Tanzania.
* Computer Skill: MS Word, MS Excel, MS Front Page, MS Publisher, MS Power Point, MS Access and Internet and Email.

**SPECIAL ATTRIBUTES**

* Strong written and verbal communication, active listener, public speaking, research skills, leadership, able to work independently and unsupervised, have excellent interpersonal skills, high level of professional integrity and honesty.
* Basic driving skills. Heavy goods vehicle driving skills, Passenger service vehicle driving skills, Truck mechanics skills.

**HOBBIES**

* Experiencing new culture
* Watching movies, reading story books and cooking
* Learning to gain new knowledge in various life and professional phenomena

**REFEREES**

 Munawwaru Lusenene

A teacher, Agakhan Primary Schools of Dar es Salaam

# Mobile :0713246980

# 

 Ibrahim Mtunzi

Retired public servant

Mobile:0713264881