

CURRICULUM VITAE (CV) MR.MAXIMILIAN WILLIAM NJAU

1. PERSONAL PARTICULARS.

1.1 Surname	:	Njau
1.2 Middle name	:	William
1.3 First name	:	Maximilian
1.4 Date of Birth	:	June, 16 th 1998
1.5 Nationality	:	Tanzanian
1.6 Sex	:	Male
1.7 Religion	:	Christian
1.7 Marital Status	:	Single
1.8 Languages	:	Kiswahili and English



2. CONTACTS.

2.1 Cellphone	+255 687 302 979/+255 749 098 514
2.2 E-mail Address	maximiliannjau@gmail.com
2.3 Postal address	P.O.BOX 195 ILALA-DAR ES SALAAM
2.4 Post Code	12114_VIWEGE

3. ACADEMIC PROFILE.

INSTITUTION	YEAR	LOCATION	AWARD
Mzumbe University	2018-2021	Morogoro	Bachelor of science in Economics
Swilla High School	2016-2018	Mbeya	Advanced Level of Secondary Education Certificate
Mbalizi secondary school	2012-2015	Mbeya	Ordinary Level of Secondary Education Certificate
Songwe - magereza primary school	2005-2011	Songwe	Certificate of Primary education

4. WORKSHOP/ TRAINING ATTENDED.

NAME OF INSTITUTION	COURSE/PROGRAMME	YEAR
Watsan Training and Development Centre	• Customer Service	2022
	• Communication skills	2022
	• Leadership and Teamwork	2022
Ison Xperience BPO	• New hire induction programme	2022

5. WORK EXPERIENCE & ACTIVITIES PERFORMED

INSTITUTION [COMPANY]	ACTIVITIES PERFORMED	PERIOD
ISON XPERIENCES COMPANY LIMITED (Airtel Call Center) <i>Customer Care executive</i>	<ul style="list-style-type: none"> • Maintaining a positive, empathetic, and professional attitude toward customers at all times. • Responding promptly to customer inquiries, Requests and complaints concerning Airtel products services. • Deliver an attentive and comprehensive service to our customers based on Airtel product, Airtel money transactions reversals and other KYC barriers. • Support customers with all requests of airtel money reversal transactions and escalating to back office when necessary. • Adhering communication procedures,; scripts, guidelines and policies when interacting with customers inbound calls. • Provide an excellent level of service and making sure that the customer's request is answered and assisted within SLAs, in order to contribute to an excellent customer experience. • Manage personal Monthly performance report and ensuring that I've to meet KPI's Standard of the company as mandatory. 	2022 up to date
(M-PAWA) <i>Collection Specialist</i>	<ul style="list-style-type: none"> • Responding promptly to customer inquiries and complaints based on M-PAWA services. • Contact and track debtors, encouraging timely settlement of their outstanding debts. • Keep records of all customer communications to build individual debtor cases. • Negotiate specific payment plan arrangements with defaulters customers. 	2023 _ 2023
MBEYA CITY COUNCIL- DEPARTMENT OF ECONOMICS AND PLANNING <i>Field Trainee</i>	<ul style="list-style-type: none"> • Monitoring progression of Council Development projects including SDR & EP4R projects for construction of school class rooms & laboratories as well as social infrastructures. • Writing project proposals for construction of social infrastructures including (secondary schools, health centres, and public university hostels). • Field Inspection of projects before payment of Contractors and monitor the use of Government funds in accordance. 	2020 _2021

6.0 SKILLS, COMPETENCIES POSSESSED, PERSONAL HOBBIES AND CAREER ACHIEVEMENTS

6.1 Skills

- Customer Care
- Professional Telephone etiquette
- Excellent negotiations skills
- Problem solving- mindset
- Outstanding Communication and interpersonal skills
- Microsoft office packages (Ms word Ms Excel, outlook, Power point)

6.2 Professional competencies

- Curiosity
- Adaptability
- Performance oriented
- Mult-tasking capability
- Ability to work with team

6.3 Personal Hobbies

- Sport & Entertainments
- Listening to music
- Stock Trading

6.4 Career achievements

- Awarded certificate of recognition as best performer on second quarter of 2024, hit Weighted index > 90% company KPI's targets three months consecutive

7.0 REFEREES

AMINA .S. DUNGA	• Call center Supervisor-Ison Xperience Ltd; Email Aminadunga07@gmail.com, Cellphone +255 784 670 872
PETER. C. KAMENDU	• Environment & Safety officer-Egypro EA LTD Dar es Salaam_ Email Peterck97@gmail.com_ Cellphone +255717796104
VAILETH .G. MWAKITAPULA	• Custom officer-Tanzania Revenue Authority_ Email: Vailethgodfrey@gmail.com_ Cellphone :+255659501841

I, undersigned, certify that to the best of my knowledge and belief, this information correctly describe me, my qualification and my experience.

Date; 25th October 2024

Signature: 