**ERICK GERMANUS KOMBA**

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**OBJECTIVE;**

To improve competence in professional and non-professional field, so that I become a useful personnel resource, but also to use and utilize skills that I have acquired as a base to build upon and develop my future, at the same time to contribute and becoming a key team player to any company success.

**EDUCATION;**

* Likonde minor seminary, January2008-October2011

Certificate of secondary education

* Minaki High school, May2012-May2014

Advance Certificate of secondary education

* Institute of finance management, November2014-November2017

Bachelor of Banking and Finance

**TRAINING;**

Basics of computers at power computers telecommunication Ltd.

Sales ambassador training Akiba commercial Bank

Customer service training at Dar Es Salaam Water Supply and Sanitation Authority (DAWASA)

Customer service and sales training at Hope holding ltd.

**LANGUAGE;**

* Swahili
* English

**SKILLS**

* **Call centre operations**
* **Communication skills**
* **Cashier and Revenue collection**
* **Sales**
* **Customer service and management**
* **Creative problem solving**
* **Data collection,Entry and Maintenance**

**EXPERIENCE;**

**Forest liquor store, October 2017-August 2019**

Cashier (Permanent)

* Receive payment from customers
* Issuing receipts.
* Accurately calculating change.
* Prepare daily sales reports.
* Conducted physical inventory of store supplies on regular basis.
* Conducted cash count before turnover of cash register to next in line shift.
* Introduce new products including promos to the customer.

**Akiba Commercial Bank (ACB) November 2019-February 2020**

Sales ambassador (intern)

* Developed key customer relationships to increase sales.
* Answered product questions with up-to-date knowledge of sales and promotions.
* Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
* Presented products and services to prospective and existing customers to meet client needs.
* Identified customer needs to deliver relevant product solutions and promotions and meet target budgets.
* Created successful strategies to develop and expand customer sales.
* Contacted new and existing customers to outline benefits of products.

**Akiba commercial Bank (ACB)March2020-July2020**

Customer Service Officer (intern)

* Answered phone with positive attitude and asked questions to better understand customer needs.
* Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
* Handled fast-paced customer inquiries each day to consistently meet productivity and performance targets.
* Processed payments and updated balances and customer totals.
* Followed up on emailed or web-submitted customer inquiries within standard response times.
* Educated customers on special pricing opportunities and company offerings.
* Exceeded personal sales goals for total revenues and new accounts.
* Learned basic conversational words in languages most common to customer base to improve service.
* Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
* Set up and activated customer accounts.

**Dar es salaam water supply and Sanitation Authority (Dawasa)** **August 2020 - December 2023**

Customer service assistant (intern)

* Meter reading.
* Revenue collection
* Communicated information to customers about product quality, value and style.
* Sent out service reminder notices to customers by letter, text, or telephone.
* Solving customers problem.
* Identifying water theft and reporting to my supervisor.
* Conducting research to our existing customers and finding new customers to increase water sales and revenue.
* Preparing monthly report of water sales and revenue collection.

**Hope Holding Co. Ltd (Lc Waikiki store) May2024-Current**

Sales associate

* Welcoming and engaging with customers as they enter the store
* Assessing customers’ needs and suggesting solutions to their problems
* Working with cash registers and processing payments
* Setting and attaining sales goals
* Giving customers advice about sales and promotions
* Using upselling techniques to increase store sales
* Recommending the best products to customers
* Cleaning and restocking the store throughout the day, before opening and after closing

**REFERENCE;**

* Mr. Adolf kinyero - Tanzania institute of education

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* Mr. Emmanuel Alute Gwao

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* Mr. Musa Y muze - Rural energy Authority (Rea)

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**DECLARATION**

I, **ERICK GERMANUS KOMBA,** I hereby declare that the information given above is true and correct to the best of my knowledge.