



**Wamaka**

**Sichona**

+255629957954

wksichona@yahoo.com

Dar es salaam, Tanzania

## SUMMARY

Results-oriented individual with a passion for continuous learning and innovation. Known for leveraging analytical thinking and creativity to solve problems, and deliver high-impact solutions in fast-paced environments.

## SKILLS

- Excellent Interpersonal and Communication Skills
- Collaborative team player
- Engaging Presentation Skills
- Consistent and Motivated
- Keen to learn and adapt to a new environment
- Microsoft Office Proficiency
- Routine Hardware and Software Maintenance

## EXPERIENCE

### Customer Service Associate

Dar Es Salaam, Tanzania

Branch International/ Feb 2024 to Current

- Resolving Customer Complaints.
- Providing accurate and updated information about services available.
- Monitoring Customer Satisfaction Levels.
- Communicating with customers through various channels, i.e., social media and the Play Store.
- Handling Call Center.
- Recording and Evaluating Customer Feedback

### Assistant Branch Manager/ Sales Representative

Dar Es Salaam, Tanzania

LAND MATRIX LTD/ Apr 2022 to Jan 2023

- Advised clients on market conditions, pricing and legal requirements for property transactions.
- Promoted property sales through advertisements, open houses and participation in multiple listing services.
- Conducted market research to identify trends and potential customers.
- Drafted contracts, purchase agreements, closing statements and leases.
- Created marketing materials such as brochures or flyers advertising available properties.

### Sales and Operations Representative

Dar Es Salaam, Tanzania, Tanzania

HYPERLINK LOGISTICS/ Aug 2021 to Feb 2022

- Organized and maintained inventory records for all incoming and outgoing shipments.
- Created reports on logistics performance metrics, such as cost per shipment, transit times and customer service ratings.
- Loaded, unloaded, moved and sorted materials to keep items flowing to correct locations.
- Managed daily communications with customers, suppliers, carriers, warehouses and other stakeholders involved in the supply chain process.
- Maintained accurate records of invoices and payments related to logistics activities.

## EDUCATION AND TRAINING

**Bachelor of Commerce: Procurement and Logistics Management**  
University of Dodoma/ Nov 2018 to Aug 2021

**Advance Certificate of Secondary Education Examination**  
Patrick Mission High School/ Jan 2016 to May 2018  
Dar Es Salaam

**Certificate of Secondary Education Examination**  
Alpha High School/ Jan 2012 to Nov 2015  
Dar Es Salaam

**Primary School Leaving Examination**  
St Mary's Primary School/ Jan 2005 to Sep 2012  
Dar Es Salaam

## REFERENCES

- **Rose Muturi**, Managing Director, East Africa, Branch International, +254722397922, rose.muturi@branch.co
- **Baraka Mohamed**, Managing Director, Hyperlink Logistics Ltd, +255693386934, baraka@hyperlinktanzania.com
- **Bazilio Sebastian Manunda**, Managing Director, Land Matrix Tanzania Ltd, +255759508241, info@landmatrix.com

## HOBBIES AND INTERESTS

- Podcasts
- Football
- Cinema
- Socializing
- Travel

## TRAINING

Procurement Training at UDSM's PMU, Sourcing, Evaluation and Contracting, Purchasing, Receiving and Inspection, Warehousing

## PERSONAL INFORMATION

- Date of Birth: 04/05/98
- Gender: Male
- Nationality: Tanzanian
- Marital Status: Single

## OTHER SKILLS

Microsoft Applications i.e. Word, Excel and Power point, Designing and Visuals, Overall Computer Maintenance.