

PETER M. LEONARRD

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OBJECTIVE

A highly motivated and results-driven individual with two years of experience as call center and a Bachelor of Science in Education (First Class with Honors) from the University of Dar es Salaam. Seeking an opportunity to apply my skills, knowledge, and enthusiasm for achieving excellence in customer service, technical support, and operations management.

EDUCATION**Bachelor of Science in Education**

University of Dar es Salaam | Graduation Year: [2022]

- First Class with Honors
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WORK EXPERIENCE**DSTV — CALL CENTER**

October 2022- Current

- Provided excellent customer service and technical support, assisting customers with setup, troubleshooting, and account inquiries.
 - Managed customer complaints efficiently, ensuring that all issues were resolved in a timely manner.
 - Delivered accurate product knowledge and advice to clients, ensuring a smooth and satisfactory service experience.
 - Collaborated with team members to achieve monthly sales and service targets.
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SKILLS & QUALIFICATIONS

- Strong communication and interpersonal skills.
 - Proficient in troubleshooting and technical support.
 - Excellent problem-solving abilities.
 - Ability to work effectively both individually and in team settings.
 - Customer service-focused with a dedication to client satisfaction.
 - Proficient in Microsoft Office Suite and other business software.
 - Adaptable and quick to learn new technologies.
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ACHIEVEMENTS

- Successfully handled a high volume of technical support inquiries with a customer satisfaction
 - Contributed to team performance by consistently meeting or exceeding set targets.
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REFERENCES

1. Name: Beatris Edward Mrosso

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2. Name: Blandina Leonard

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