**CIRRICULUM VITAE (CV)**

**PERSONAL PARTICULARS AND ADDRESS:**

|  |  |  |
| --- | --- | --- |
| Full Name:  |   | Jestiner Brown Mwangasa  |
| Address:  |   | P.O.Box 2259 Dar Es Salaam.  |
| Phone:  |   | 0745332303, 0624762303  |
| E-Mail:  |   | tinahbrown99@Gmail.Com  |

Date of Birth: 14th June 1994.

|  |  |  |
| --- | --- | --- |
| Place of Birth:  |   | Chimala–Mbeya.  |
| Nationality:  |   | Tanzania  |
| Gender:  |   |  Female  |
| Marital Status:  |   | Single.  |

**ACADEMIC & PROFESSIONAL QUALIFICATION:**

**2018 – 2019**: Diploma in Human Resource Management (DHRM) – Tanzania Public Service College

**2017-2018**: Certificate in Human Resource Management (CHRM) – Tanzania Public Service College

**2008-2011**: Ordinary Certificate of Secondary School (CSEE) – Techfort Secondary School

**WORK EXPERIENCE:**

Duration: January 2022 – 2024

Tittle and company: Customer Care Representative in Call Centre at Utel Global Company Limited Roles:

* Answer incoming calls and respond to customer’s complaints
* Management and resolve customer complaint.
* Tagging customers complaints
* Identify and escalate issues to supervisors.
* Provide product and service information to customers

**TRAININGS:**

Duration: 2019

Tittle and company: Trainee at stryedTanzania

Roles: Entrepreneurship and business planning

**MEMBERSHIP AND LEADERSHIP EXPERIENCE:**

**2019-2020**: Minister of entertainment TPSC Student Organization

 **COMPETENCE:**

* Computer literacy
* Fluently in written and spoken English and Swahili

**PERSONAL INTEREST:**

* Travelling
* Prayer and service
* Reading

**REFEREES:**

* Mr Maximilian Kosima

Center coordinator r- Utel global company limited MOBILE NO: 0622437376, 0767005202

* Mrs Clementine kyenche

Palm director- Tanzania Public Service College MOBILE: 0712 8 115856

* Mr Efrahim Luhanga

Head of Quality analyst and training -Utel global company limited

MOBILE: 0762964645

# DECLARATION

I declare that to the best of my knowledge and belief, these data are correctly describing my knowledge, qualifications and experience.