

CURRICULUM VITAE

PERSONAL INFORMATION

First name: Araphat
Middle name: Rodgers
Sex: Male
Marital status: single
Nationality: Tanzanian
Place of Birth: Dar es Salaam
Date of Birth: 15/05/ 1997
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EDUCATION DETAILS AND BACKGROUND

YEAR	INSTITUTION	AWARD
2018 - 2019	Tanzania Institute Of Accountancy	Diploma Course In Business Administration
2016 - 2017	Tanzania Institute Of Accountancy	Certificate Of Business Administration
2012– 2015	Majani Ya Chai Secondary School	Certificate Of Secondary Education
2005 – 2011	Boma Primary School	Certificate Of Primary Education

PERSONAL SKILLS AND ATTRIBUTES

Araphat is a creative and innovative individual who has undergone practical training in information Technology services resulting to develop skills, experience and competence.

I am a hardworking, confident, self motivated and proactive individual with knowledge of technology officer and capability of working in both independent and collaborative environment. A quick learner who can absorb new ideas and can communicate clearly and affectively with work colleagues, clients and senior managers. Taking a keen personal interest and ownership of all cases and seeing them through from start to finish.

- Self starter, first leaner
- Ability to work with minimal or no supervision
- Self motivated person with strong interpersonal skills
- Find no problems to workat extra hours wherever situation demand
- Bilingual skills: fluent in English and Swahili
- Good spoken and written communication skills
- Good time management skills.

TRAINING ATTENDED AND OTHER EXPERIENCE

Call Centre Team Leader

Utel Global Company Limited (Halotel) – Dar Es Salaam.

(2020 up to present)

Responsibilities:

Responsibilities carried out with Utel Global Company Limited (Halotel) as a Call Centre Team Leader are as follows;

- Work closely with team motivating and coaching them
- Ensure training and development planning are maintained to all team member
- To ensure effective and efficient running of call center
- To ensure that the call center KPIS are met.
- To take responsibility of a day to day supervision of any direct report.
- Managing all team member and offer feedback
- Managing incoming call and customer services inquiry
- Provide accurate information by using the right method to the team
- Prepare product and services reports by collecting and analyzing customer satisfaction
- Lead and inspire team of agent to deliver excellent level of performance
- To ensure call centre is fully staff at all the time in the line of the call centre hour's budget.
- Use company methodology, team input and own initiative to ensure attendance and retention targets are achieved

Customer Care Representative

Utel Global Company Limited (Halotel) – Dar Es Salaam.

(2020)

Responsibilities:

Responsibilities carried out with Utel Global Company Limited (Halotel) as a Customer Care Representative are as follows;

- Managing larger amount of incoming calls
- Resolve customers complaints
- Managing incoming call and customer services inquiry
- Identifying and assessing customers' needs to achieve satisfaction
- Provide accurate information by using the right method

- Handle customer complaints, provide appropriate solution and alternative within the time limits
- Follow communication procedures, guideline and police of call center
- Prepare product and services reports by collecting and analyzing customer satisfaction
- Great customer warmly and ascertain problem or reason for calling
- Follow script and active listening
- Record all customer needs by tagging the all incoming

ADDITIONAL KEY SKILLS

Languages: competent and fluent in Kiswahili and English (spoken and written), Good communication and interpersonal skills.

Teamwork and Diversity issues:

- Integrating work activities in culturally mixed groups to achieve assignment objectives.
- Working effectively and efficiently in a team set-up.

Negotiation of acceptable solutions

- Negotiating deadlines both with team members and supervisors.
- Resolving differences of opinions between parties satisfactorily as well as ability to discuss and advice on contentious issues.

Effective listening and reading

- Correctly reading and interpreting information as well as listening actively.
- Reading effectively and following instructions.

Personal, Organisational and Management Skills

- Self-management and motivation, initiative, influential and self-learning.
- Good time management and work prioritisation.
- Problem solver and ability to lead.
- Empower other and being approachable.

PERSONAL INTEREST AND HOBBIES

1. Reading
2. Researching
3. Watching movies
4. Listening to music

REFEREES

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