**CURRICULUM VITAE (CV)**

**PART 1: PERSONAL PARTICULARS.**

Surname Assenga

First name Andrew

Middle name Prosper

Language Proficiency English & Swahili

Permanent address P.O.BOX 72586, Dar Es Salaam

Email andrewassenga262@gmail.com Phone**0756873349, 0717315100**

**PART 2: EDUCATION BACKGROUND.**

|  |  |  |  |
| --- | --- | --- | --- |
| **DATE**  | **INSTITUTE/SCHOOL**  | **COURSE**  | **AWARD**  |
| 20013 – 20016  | Institute of finance management(IFM)  | Bachelor of science in insurance and risk management  | Awarded bachelor of science in insurance and risk management |
| 2011-2013  | Northern highlands secondary school  | Advanced level secondary studies  | Advanced certificate of secondary education(ACSEE)  |
| 2007 – 2010  | Fabcast High school  | Ordinary level secondary studies  | Certificate of secondary education (CSEE)  |

**PART 3: TRAINING AND WORK EXPERIENCE**

I attend customer service training on 5 March 2020 and awarded certificate

I. I worked with Vodacom Tanzania as customer care executive at call center from October 2016 to July 2017

**RESPONSIBILITIES**

* To solve customers’ queries once they call for help
* Attract potential customer by answering product and service questions
* Suggesting information about other product and services
* Escalate customer queries that cannot be resolved at 1st point of contact, to the appropriate customer service officer, Vodacom Tanzania Limited
1. Field work practice in OTTO insurance agency as underwriter from July up to October 2014

**RESPONSIBILITIES**

* + To analyze risk
	+ To policy, terms and determine calculate premiums on basis of actuarial, statistical and
1. November 2018 to February 2019 - Sanlam life assurance as sales executive officer

**RESPONSIBILITIES**

To sale company products to customers

1. From February 2019 to December 2019 working at Parimatch sports betting as cashier

**Responsibilities**

* Greeting customers, taking money and accepting bets.
* Making payments to those who win.
* Overseeing the betting terminals.
* Keeping the counter area clean and tidy.
* Balancing the takings at the end of the day.
* Dealing with customers in a socially responsible way.
* Being alert to any potential fraud, underage gambling or other illegal activity, and taking action to prevent it

V From April 2020 to February 2021 working at Ultimate gaming system as call center executive

# Responsibilities

* To solve customers’ queries once they call for help
* Attract potential customer by answering product and service questions
* Suggesting information about other
* product and services
* Escalate customer queries that cannot be resolved at 1st point of contact, to the appropriate department (Back office}

 VI From February 2021 to September 2021 working at Parimatch India as customer care executive **Responsibilities**

* Professional live chat, email, with different customers based on their requirements
* Keep records of interactions and transactions of customers, keeping a record of details of customers complaints, inquiries and comments

* Render/offers administrative support to other customer support executive members when the need arises, or as instructed
* Follow up customers and their complaints , ensuring that customers request are attended to accordingly and timely [SLA]

* Identity task critical to keeping customer satisfaction levels in check
* Network with various departments and groups that are involved in customer support , orders , and process
* Ensure maximized productivity and minimized costs
* Encourage and motivate team member for the continuance of quality service delivery
* Responsible for maintaining customers information in a confidential manner

VI1 From September 2021 to October 2022 working at Alpha support as customer care executive

 **Responsibilities**

* Professional live chat, email, with different customers based on their requirements
* Keep records of interactions and transactions of customers, keeping a record of details of customers complaints, inquiries and comments

* Render/offers administrative support to other customer support executive members when the need arises, or as instructed
* Follow up customers and their complaints , ensuring that customers request are attended to accordingly and timely [SLA]

* Identity task critical to keeping customer satisfaction levels in check
* Network with various departments and groups that are involved in customer support , orders , and process
* Ensure maximized productivity and minimized costs
* Encourage and motivate team member for the continuance of quality service delivery
* Responsible for maintaining customers information in a confidential manner

VI11 From October 2022 to date working at Technical Support Specialist at inDrive (Remote)

**Responsibilities**

* Answering customer questions and resolving issues in a timely and efficient manner.
* Providing excellent customer service and ensuring that customers are satisfied with their experience.
* Identifying and resolving problems with the platform or app.
* Working with other departments to improve the customer experience.
* Maintaining a positive and professional attitude while interacting with customers.
* Providing support for drivers, such as helping them with account issues, resolving disputes, and providing feedback.
* Gathering feedback from customers and drivers to improve the company's products and services.
* Providing information about the company's services and policies.
* Professional live chat, email, with different customers based on their requirements

**PART 4: PERSONAL ATTRIBUTE.**

Capable to work under pressure with minimum supervision, good communication skills & interpersonal skills, analytical and problem solving,Being responsible to my assignments. I am hard worker, team worker, cooperative, and I am honest.

**PART 5: COMPUTER LITERACY.**

Microsoft Word, Excel, Access, Power point and Internet basics

**PART 6: LEADERSHIP EXPERIENCE.**

Minister of sports and games, dormitory leader and general secretary at Fabcast High school

**PART 7: HOBIES/INTERESTS.**

* Social interactions.
* Organizing and working in team work
* Reading newspapers, watching TVs and travelling. vCooperation and team work
* Sports and games

**PART 8: REFEREES.**

1. **Mr. John Mwami**

Customer care executive officer (Vodacom)

P O Box 365, Iringa

Cell phone 0763282168

1. **Dr Abdullah Saqware**

Head of department insurance and risk management (IFM)

Dar es Salaam

Cell phone no. 0717113447

1. **MrMuksin**

Unit manager (Sanlam Kinondoni branch)

Dar es Salaam

Cell phone no; 0712626460

1. **Alfred Bayonga**

 Hr department

 Parimatch Tanzania

 0767897110

 **5 Nelson Lyimo**

 **Supervisor of Outbound at Alpha Digital** supervisor

 Alpha digital

 0755778494