

CURRICULUM VITAE

PERSONAL DETAILS.

Surname: Shamte
First name: Abuu
Middle name: Mohamed
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Mobile: +255 620323510
+255 759706225
Nationality: Tanzania
Date of birth: 19 November 1997
Gender: Male

ACADEMIC BACKGROUND

DURATION	EDUCATION	INSTITUTION	AWARDS LEVEL
2019-2021	University	Tanzania Institute Accountancy (TIA)	Bachelor of human resource Management (BHRM)
2016-2018	Advanced Level	Mwinyi Secondary School (MKURANGA)	Advance Certificate of Secondary Education Examination (ACSEE)
2012-2015	Ordinary Level	Sotele Secondary School (DAR ES SALAAM)	Certificate of Secondary Education Examination (CSEE)

SKILLS AND ABILITIES

ABILITIES

- Team player, person of integrity and Honest
- Able to communicate openly with people of different backgrounds.
- Ability to work in a team under minimum supervision, and to work in dynamic environment

SKILLS

- Escalate customer wrong transaction, complain about network issue like delay drop call
- Ensuring the customer has a positive experience with the company and fostering a healthy relationship between the client and the customer
- Conducting surveys to collect data about customer satisfaction and forming reports based on customer satisfaction statistics and helping their team to develop new skills
- Assisting customer if they are facing a problem and troubleshooting it
- Promotion and selling skills
- Provide accurate information
- Attend, understand and resolve

WORKING EXPERIENCE

YEAR	ORGANIZATION	POSITION/TITLE
1 st July 2021-September 2021	Mkuranga District council	Assistant Human Resource officer
Oct 2022 – July 2024	Utel Global (Halotel call center)	Customer care executive

Roles and Responsibilities in the working experience for Mkuranga District council Hr. analysis

- Recording of workers addition contribution in various task
- Preparing files to new employees files
- Preparation of leaves to employees

- Proving permission to employees
- Salary review
- Writing terms of employment to new employees
- Conducting pre-employment check join applicant I.e. reference, medical approval, and academic.

Roles and responsibilities in the working experience for Utel Global organization

- Escalate customer wrong transaction, complain about network issue like delay drop call
- Ensuring the customer has a positive experience with the company and fostering a healthy relationship between the client and the customer
- Conducting surveys to collect data about customer satisfaction and forming reports based on customer satisfaction statistics and helping their team to develop new skills
- Assisting customer if they are facing a problem and troubleshooting it
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LANGUAGE PROFICIENCY

LANGUAGE	SPEAKING	LISTENING	READING	WRITING
Swahili	Fluent	Excellent	Excellent	Excellent
English	Excellent	Excellent	Excellent	Excellent

HOBBIE AND INTEREST

- Movies
- Swimming
- Having good times with friends

REFEREE

Name: Khalid Mwinyi

Organization: Utel Global (Halotel call center)

Position : Team leader

Address: P.O.BOX 225 PPF Tower, DAR ES
SALAAM
Phone number: 0625924889

Email address: Khalidmwinyi8@gmail.com

Name: Efraim Luhanga

Organization: Utel Global(Halotel call center)

Address: P.O.BOX 225 PPF Tower, DAR ES
Position: SALAAM
Senior quality analyst
Phone number: +255 624050987

Email address: efraluhanga@gmail.com

Name: Ismail Saidi Maleta

Organization: Mkuranga District council

Address: P.O.BOX 23 LINDI
Position: WARD EDUCATIONAL
COORDINATOR

Phone number: 0625585815

Email address: Ismail.maleta@gmail.com

CERTIFICATION

I, Abuu, attest that, to the best of my knowledge, all of the information provided here accurately and truthfully describes me, including my experience, educational background, and other pertinent personal information.