**CURRICULUM VITAE (CV)**

**PART 1: PERSONAL PARTICULARS.**

Surname Malamsha

First name Beatrice

Middle name Jerome

Language Proficiency English & Swahili

Permanent address P.O.BOX 7234, Dar Es Salaam

Email jeromebeatrice12@gmail,com Phone0717818542**,** 0766931393

**PART 2: EDUCATION BACKGROUND.**

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| --- | --- | --- | --- |
| **DATE** | **INSTITUTE/SCHOOL** | **COURSE** | **AWARD** |
| 2018 - 2021 | Mwenge Catholic University | Bachelor of art in business administration Management-procurement | Awarded bachelor of art in business administration Management-procurement |
| 2016-2018 | Lugalo sec school | Advanced level secondary studies | Advanced  certificate of secondary education(ACSEE) |
| 2012 – 2015 | Kiraeni Girls sec school | Ordinary level secondary studies | Certificate of secondary education (CSEE) |

**PART 3: TRAINING AND WORK EXPERIENCE**

1. Field work practice in Iringa Municipal Council as marketing officer from 21 Jan 2019 to 22 Feb 2019

**RESPONSIBILITIES**

* To register new business customer
* To give advice in business on how to develop their business in rural areas
* To give license to new business person

11 Field work practice in Tanzania Revenue Authority as Custom and procurement officer from 10 Feb 2019 to 6 March 2020

**RESPONSIBILITIES**

* To control imports, export and transit good
* To carry out documentary verification
* To prepare inquiries and offense files
* To assess and valuable goods

* To release goods after payment of duties
* To prepare various returns for customs and excise Headquarters

111. I worked with Magnifique builders Limited as customer support from April 2020 to March 2021

**RESPONSIBILITIES**

* To take customer calls and provide support for their inquiries
* Recommending solutions and guiding product users through features and functionalities
* To chat with customers through different platforms like live chat, WhatsApp, telegram and other social media platform
* Keeping records of customer interactions , transactions, comments and complaints

1V. I worked with Halotel Tanzania as customer care executive at call center from April 2021 to Sept 2022

**RESPONSIBILITIES**

* To take customer calls and provide support for their inquiries
* Offer assistance to clients who may be having issues and pass them on to the correct department as needed
* Call customers to offer new products
* To chat with customers through different platforms like live chat, WhatsApp, telegram and other social media platform

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

**RESPOMSIBILITIES**

* + 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.**

Able to work individually without direct supervision and also as dedicated member of technical team whenever required

**PART 5: COMPUTER LITERACY.**

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

**PART 6: HOBIES/INTERESTS.**

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* Team sports such as football, basketball,etc
* Having an interest in helping others and giving back to community
* Travelling in other cultures and the ability to adopt to different environment

**PART 7: REFEREES.**

* Perazia Magesa

Teacher at Mwenge Catholic University

P.O.Box 1226

Moshi

Mobile; +255769832095

* Majaliwa Kassim

Marketing officer

Iringa Municipal council

P.O.box 260

Iringa

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* Mohmaed Hamza

Manager at Magnifique builders

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* Prosper Mathias

Team leader at Halotel customer support

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