

CURRICULUM VITAE

HEKIMA ISACK MWALUKOSA

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1. Personal Details

Surname:	MWALUKOSA
Middle name:	ISACK
First name:	HEKIMA.
Date of Birth:	25/04/1998
Place of Birth:	DAR ES SALAAM
Nationality:	Tanzanian
Sex:	Male
Marital Status:	Single

2. Contacts

Permanent Address

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4. Education Background		
Period	Institution	Award
2019-2022	The mwalimu Nyerere memorial academy [Dar es salaam Tanzania	Bachelor of education
2017-2019	Mawelewele high school [Iringa ,Tanzania]	Advanced certificate of Secondary Education(ACSE)
2013-2016	mlandege secondary school[Iringa,Tanzania]	Ordinary Certificate of Secondary Education(CSEE)
2006-2012	st.charles English medium school	Certificate of Primary Education

5. Working Experience And field practices

- Practice at Lugalo secondary school on September 2020 to November 2020.
 - >Teaching English language and Geography
 - >Data entry on school system.
 - >Assisting in management activities and store controller.
 - >keeping school records in located file both hard copy and soft copy through scanning and arranging according to the engagement,publication and time.
 - >Conducting seminar training guidance and counseling
- Practice Uhamiaji secondary school On September 2021 to November 2021.
 - >Teaching English language and geography.
 - >Assisting in management activities
 - >Data entry on school system.
 - >Conducting seminar training guidance and counseling.
- A customer services representative at Innobit international limited from 17 July 2022 to August 22 2023.[Dar es salaam Tanzania]
 - >Delivering information about company offering
 - > .Handling customer complaints
 - >processing orders and transactions.
 - >Promoting and doing market for a company products.
 - >Answering questions about company product and services.
- A customer representative at OPEN MAP DEVELOPMENT TANZANIA- from September 2023 to currently.
 - >Preparing delivery notes for customers
 - >Answering customer inquiries
 - >Building customer relationships
 - >providing service support .
 - >Meeting performance metrics.

6. Language proficiency		
Language	Writing	Speaking
English	Excellent	Excellent
Kiswahili	Excellent	Excellent
Hehe	Good	Good

7. Skills And Competence

- Excellent communication and active listening skills.
- Patience, empathy, and problem- solving abilities
- Proficiency with customer service software eg CRM tools.
- Time management and multitasking skills.
- Adaptability and positive attitude.

8. Hobbies

- Listening music
- Swimming

10. REFEREES

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