

***ZAINABU ATHUMANI RAMADHANI***

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**PERSONAL INFORMATION**

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Date of Birth: 26 October 1996

Nationality: Tanzanian

Gender: Female

Languages: Fluent in English and Swahili

**PERSONAL STATEMENT**

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I am a Certified Bachelor in International Relations and diplomacy, I have extensive knowledge and skills required to perform various public relations, protocol, leadership and diplomacy. I am multitasking and mindful of deadlines. As pressure is part and parcel of leadership professional, I am well prepared and ready to work under pressure. I'm currently seeking more challenges and opportunities for career development and personal growth. My keys to success are integrity, trust, teamwork, good communication, ethics and continuous improvement.

**WORK EXPERIENCE**

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**30/10/2021-30/10/2024; Working at African Leaders Malaria Alliance (ALMA)  
(MALARIA YOUTH ARMY CHAMPION )**

- To support awareness raising, community sensitization activities, and dissemination of malaria messages in a bid to drive action towards malaria elimination.
- To advocate for resource mobilization and policy implementation
- To supporting community level malaria prevention and control efforts, These includes community-facing actions including the distribution of insecticide-treated nets, spraying larvicides at the malaria breeding sites and performing indoor residual spraying of homes .

**16/04/2018 – 24/10/2018; working at Tanzania Revenue Authority, (TRA).  
(UNIVERSITY FIELD)**

- Receiving and placing customer service telephone calls and emails, responding to customers' questions and concerns.
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism
- Resolving customer complaints, managing database records, drafting status reports on customer services issues.
- To prepare meetings and siting arrangements during the board meeting and state visits and ensuring everything goes smoothly. and ensure everyone who is invited to attend the event is notified and given all relevant details.
- To interact with customers to address their concerns, answer their questions and assist them with their needs.

## SKILLS

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- Proficient in Microsoft office application such as Ms words and Ms excel
- Persuasion and collaboration
- Adaptability
- Emotional intelligence
- Negotiation skills
- Team work skills

## EDUCATION

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**Centre for Foreign Relations (CFR) Kurasini:** 2017 – 2021 Bachelor in International Relations and Diplomacy

**Dakawa Secondary School:** 2015 – 2017 A-level

**Tumbi Secondary School:** 2011 - 2014 O-level

## HOBBIES & INTERESTS

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- Networking
- Travelling
- Sport, game and Music

## REFEREES

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### 1. Mr. Godwin Amani Gonde

Assistance lecturer

Mozambique – Tanzania Center for foreign relations

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**2. Erick Rweikiza Muzanila**

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**3. Dayana V. Mabula**

Call center agent Letshego Bank t/a Faidika

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