

# Fatma Salum Mohamed

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I am highly enthusiastic and confident person with a desired to succeed in a fast moving environment. I am hardworking Individual who is not afraid of changes and can adapt easily into any given environment with good group of dynamic skills. I am also a communicator with first class management skills motivated by responsibility. I consider myself very reliable, trustworthy, and always try to work to the best of my ability.

## Professional Experience

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### **CODZOSS COMPANY LIMITED**

**10/22 - 03/23**

#### **Call center agent**

handling customer inquiries, managing orders, resolving issues, and providing excellent customer service in E-commerce business

- Respond to customer questions about products, orders, shipping, returns, and other e-commerce-related topics via phone and email.
- Assist customers with placing orders, tracking shipments, and resolving issues with order processing
- Address customer complaints, troubleshoot technical issues, and find solutions to customer problems.
- Process returns and exchanges, ensuring a smooth and efficient process for customers.
- Stay informed about the products and services offered by the company to answer customer questions accurately.
- Accurately enter customer information and order details into company systems.
- Manage time effectively to handle a high volume of calls and emails.
- Adhere to company protocols and scripts when handling customer interactions.
- Identify and resolve customer issues independently or with the help of other team members.
- Utilize CRM (Customer Relationship Management) systems to manage customer interactions and track issues.

**JUBILEE LIFE INSURANCE**  
**Call center Representative**

**05/23 - 02/24**

handle customer inquiries, process claims, provide policy information, and offer general support to ensure customer satisfaction

- Answering phone calls and emails from policyholders and potential customers.
- Addressing customer inquiries regarding policies, claims, and other insurance-related matters.
- Providing clear and concise information, ensuring customers understand their policies and options.
- Resolving customer complaints and issues in a timely and efficient manner.
- Maintaining a positive and professional attitude in all interactions.
- Identifying potential customers and generating leads.
- Providing information about Jubilee Insurance products and services to potential customers.
- Assisting with the sales process and closing deals.
- Maintaining accurate records of customer interactions and inquiries.
- Updating customer information in the company's database.
- Ensuring data security and confidentiality.
- Following company procedures and policies.
- Staying up-to-date on industry trends and changes.
- Participating in training and development programs.

**MEDINOVA SPECIALIZED POLYCLINIC**  
**Customer service Agent ( Front desk)**

**04/24 - 01/25**

greeting patients, answering phones, scheduling appointments, managing patient records, verifying insurance, and assisting with administrative tasks, all while maintaining confidentiality and ensuring a smooth, efficient workflow

- Act as the first point of contact, providing a warm and professional welcome to patients and visitors.
- Respond to patient and visitor inquiries, providing directions and answering questions to the best of your ability.
- Check patients in for appointments, ensuring they are registered and have the necessary paperwork
- Schedule and confirm appointments for patients, ensuring proper coordination with medical staff and departments.
- Maintain accurate and up-to-date patient records, including demographic information, medical history, and insurance details.
- Verify patient insurance eligibility and collect necessary information.
- Address patient concerns and questions in a timely and professional manner
- Process patient payments and manage financial transactions.
- Maintain accurate records of customer interactions and transactions in the CRM

## Education

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**St Lawrence citizen primary and nursery school**  
**Primary Education - Pass**

**Kirinjiko Islamic Secondary school**  
**Secondary education - Division two point 18**

- Science subjects

**LUGOBA secondary school**  
**Advanced secondary education - Division two point 12**

- History , geography and economics

**OPEN UNIVERSITY**  
**Bachelor of business administration and marketing**

**09/19 - 09/22**

## Key Skills

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- Communication skills
- Negotiation skills
- Advertising
- Time management & problem solving
- Analytical skills
- Customer care

## Interests

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- Cooking
- Traveling
- Driving

## References

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Mustapha El Erradi - HEAD OF MARKETING , CODZOSS COMPANY LIMITED  
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Nancy Mmary - Agency Manager at jubilee life insurance, JUBILEE LIFE INSURANCE  
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Zacharia Meshack - HR& ADMINISTRATOR , MEDINOVA SPECIALIZED POLYCLINIC  
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