

Peter Charles Makala

Dar es salaam, Tanzania | petermakala04@gmail.com | +255 629 2121 32

OBJECTIVE

Recent graduate university graduate with a bachelor's degree of international relations and diplomacy, seeking an entry-level position to apply my academic knowledge. While continuing to learn and grow professionally.

EDUCATION

Zanzibar University	Bachelor of International Relations and Diplomacy	2021 –2024
Bagamoyo Secondary School	Advanced Certificate of Secondary Education (ACSE)	2019 – 2021
Senge Secondary School	Certificate of Secondary Education (CSE)	2015–2018

EXPERIENCE

Trainee, NSSF HEAD OFFICE (HQ) - CUSTOMER SERVICE OFFICER

July 2023 – September 2023

- . Making follow-up and tracking complaints which are in progress
- . Providing appropriate advice to customers and branding NSSF services and products
- . Attending visiting customers and giving accurate response/ information
- . Issuing member's contribution statement
- . Preparing customer service weekly report

Internship, NSSF HEAD OFFICE(HQ) - CUSTOMER SERVICE OFFICER

September 2024 -March 2025

- .Making follow-up and tracking complaints which are in progress from regional level
- .Providing appropriate advice and Education to customers and branding NSSF service and product
- .To respond to all inquiries from the member who visited
- . Issuing member's contribution statement
- .To load CRM Queries into the system
- .To provide access and information to register in member portal and NSSF taarifa App
- .Prepare customer service weekly report

SKILLS

- . Computer skills: Proficient in Microsoft Office applications, including Excel, Word and PowerPoint.
- . Teamwork: Ability to work collaboratively in team environments.

LANGUAGES

Language	Speaking	Reading	writing
Swahili	Excellent	Excellent	Excellent
English	Good	Excellent	Excellent
French	Fair	Good	Good
Arabic	Fair	Good	Good

REFEREES

Dr. Abdallah Mpawenimana

Dean of FASS

Zanzibar University

P.O BOX 2440 Zanzibar-Tanzania.

Mobile: +255 764 366 076

Email: mpawebissavp@gmail.com

Ms. Christina Msengi

Principal Assistant

NSSF Head office

P.O BOX 1322 Dar es salaam

Mobile: +255 767 140 826

Email: christinamsengi@gmail.com

Mr. Andrew Haule

Customer Service officer

NSSF Head Office

P.O BOX 1322 Dar es salaam

Mobile: +255 769 888 778

Email: andrew.haule@gmail.com