

PROFILE

I am a hardworking and ambitious person who undertake nature and responsible approach to any task that I undertake. My plan is to advance my carrier and capabilities through my skills and competence for the purpose of helping and supporting the organization to advance its short and long-term objective for the development also I am a person committed to results with a spirit of innovation and creativity. I encourage team player because it is the best way of gaining knowledge and acquiring techniques and creativity. Also am flexible and acting accordingly to the current status to master quickly to with the existing situation coming up.

PROFESSIONAL NAME : **ROZALIA .J. MABOZU**

PERSONAL INFORMATION

Date of birth: **March9th 1993**

Gender: **Female**

Marital Status: **Single**

Postal address: **P.O.Box 4665, Dar_es_salaam**

Mobile: **+255718250539 , +255685093969**

E-mail: **rozja186@gmail.com**

Language: **Swahili&English**

EDUCATION INFORMATION:

INSTITUTION	LEVEL	YEAR	AWARDED
University of Dodoma	DEGREE	2018	Bachelor of science in computer and information security
Tanzania Public Service College	DIPLOMA	2014	Diploma in Information Technology
Tanzania Public Service College	CERTIFICATE	2012	Certificate in Information Technology
Kibasila Secondary School	ORDINARY LEVEL	2009	Certificate of Secondary School
Jeshini Primary School	PRIMARY LEVEL	2005	Certificate in Primary Education

SKILLS: **TECHNICAL SKILLS**

Platforms-Windows 8/2000/XP/Vista/7.Linux.
Web Technology- HTML.
DBMS – MySQL
Network troubleshooting
Computer skills
Microsoft Office Skills
QuickBooks
C++

OTHER SKILLS

Monitoring and Evaluation Skills
Record Management Skills
Problem Solving Skills
Stock control
Sales skills
Customer service skills
Filling TRA issues
Create company invoices

WORKING EXPERIENCE:

VODACOM

Position:CUSTOMER SERVICE ADVISOR **Duration:** MARCH 2023

Roles and Responsibilities

- Receiving general requests and inquiries via telephone, walk-in, e-mail and regular mail from customers.
- Providing the first call resolution, while following strict procedures that meet compliance guidelines.
- Analyzing the claims information for providers with improperly processed claims or missing payments.
- Accurately documenting, researching and resolving the customer service issues.

ABC TRAVELLERS HOTEL

Position: Reservation officer and Data Entry Person

Duration: March 2019- July 2020

Roles and Responsibilities

- Make and Confirm Reservations .
- Maintaining records .
- Manage organization files and documents(Systematical and manual) .
- Stock control.

UEA ORGANISATION

Position: Data entry and Customer Care Person

Duration: October 2018 – March 2019 **Roles and Responsibilities**

- Receive visitors .
- Arrange all organization files and documents .
- Solving computer problems .

DOFU COMPANY LIMITED

Position: Cashier and Telesales Person **Duration:** Aug 2014 - Oct 2015. **Roles and Responsibilities**

- Receive cash payment and master card.
- Respond to all incoming calls plus complete suitable paperwork for entire sales.
- Execute task to make outgoing calls to all past and prospective customers.
Finding new customers online and contact them.

REFERENCES

MADAM FLORA MICHAEL TEACHER MOBILE : +255765447782	MISS CELINA MICHAEL RELATION: EMPLOYER MOBILE +255656358816	MR DISMAS MASALU DIRECTOR OF DOFU COMPANY MOBILE +255756078445
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CERTIFICATION

**I, the undersigned, certify that to the best of my knowledge and belief, the data correctly ,
describe my qualifications, experience and me.**

[Signature]