

ESTHER HERMAN MICHAEL

DAR ES SALAAM

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PERSONAL INFORMATION

Nationality : Tanzanian
Gender : Female
Marital Status : Single

OBJECTIVES

Am willing to give total support to the organization with the capability and competence in order to achieve company goals and create mutual benefit, I want to be part of your success by offering high motivations, responsibility, quality work and keeping deadlines.

ACADEMIC QUALIFICATION

Bachelor of Arts in Marketing and Entrepreneurship | Moshi Co-operative University. 2020-2023

Diploma in Microfinance and management | Moshi Co-operative University.2017-2019

Advance Certificate of Secondary Education | Majengo Secondary school.2015-2017

Certificate of Secondary Education | Majengo Secondary school.2011-2014

Certificate of Primary Education | Kilimanjaro Primary school.2004-2010

WORKING EXPERIENCE

MBONI ADVENTURE | 2019 August- July 2020 |

CUSTOMER CARE&MARKETING

- Resolve customer queries and complaints and contract negotiation with clients.
- Create content for social media channels to engage customers and increase brand awareness.
- Monitor competitor activities in order to stay ahead of competition.

EQUITY BANK LIMITED TANZANIA |2023 September- 2024 October|

CUSTOMER EXPERIENCE

- Resolve customer queries and complaints in a timely manner and collect customer feedback and record into system, sharing key details with appropriate department.
- Educate customers about new products and services, cross sell and up sell of bank products.
- Mobile money registration, card application and card printing,to receive cheque, transfer, standing order, card limit, dispute form, and print account statement.

OTHER SKILLS & QUALITY

- Microsoft office and able to use internet, E-mail and typing.
- Ability to analytical analysis based on fact make informed decisions and work with people with different cultural and national background.
- Customer relationship management.
- Brand creation and identity.
- Responsible and ready to face challenges.
- Communication skills.

INTERESTS&HOBBIES

(i) Networking (ii) Learning new things (iii) Traveling (iv) Praise and worshiping

Languages: Swahili: Excellent (Speaking / Reading / Writing)

English: Excellent (Speaking / Reading / Writing)

REFEREES

- Gladness Dickson Kaaya
Marketing Officer
Asas dairies Arusha Depot
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- Amina Azizi Makulla
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- Paskali Gilayo Ungo
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