

CURRICULUM VITAE

A. PERSONAL INFORMATION

Full Name : Denis Fredrick Malima
Date of Birth : October 17, 1989
Sex : Male
Place of Birth : Kyela, Mbeya
Marital Status : Married
Nationality : Tanzanian
Religion : Christian
Language : Swahili & English

CONTACTS:

Address : P.O. Box 55068, Dar Es Salam
Mobile : +255 658889820, +255 686784784, +255 717951999
Email : malimadenis10@gmail.com

B. EDUCATION BACKGROUND

DURATION	INSTITUTION/ SCHOOL	AWARD
2011-2014	Mwenge University College of Education (MWUCE), A constituent College of St. Augustine University of Tanzania	Bachelor of Arts in Sociology and Social work (BASSW)
2009-2011	Fabcast High School	Advanced Certificate of Secondary Education
2002-2006 2007 to 2008	St. Mary's Seminary-Mbalizi Kongowe Polytechnic Secondary School	Certificate of Secondary Education
1995-2001	Kyela Primary School	Certificate of Primary Education

C. WORKING EXPERIENCE AND SKILLS

I worked with **SPORTPESA** as call center agent

(May 2020 to December 2023)

RESPONSIBILITIES

- Receiving customer calls and solve customer's queries once they called for a help
- Attracting potential customers by explaining about the product and services.
- Escalating customer queries that cannot be resolved at that moment.
- Professional live chat, email with different customers based on their requirements
- Follow up customers and their complaints, ensuring that customers request are attended to accordingly and timely (SLA)
- Identify task critical to keeping customer satisfaction levels in checking network with various departments and groups that are involved in customer support, orders, and process.
- Encourage and motivate team member for the assuring the best quality services given to our customers.
- Responsible of maintaining customer information in confidential manner.

I worked with **DCS COMPANY LTD** as **TIGO Customer Service Agent**.

(May 2020 to December 2023)

RESPONSIBILITIES

- Providing services to Tigo customers
- Sim swap
- Sales on product and services of the company
- Convicting customers to join B2B services (Eg Tigo Business, HBB)
- Report and tagging
- Registering New Tigo pesa agents with proper information
- Shop supervision

I worked with EROLINK COMPANY LTD as customer care agent at Vodacom Tanzania

(January 2016 to September 2018)

RESPONSIBILITIES

- Receiving customer calls
- Solving customer queries and explaining about product and services
- Assuring customer queries are resolved in a proper SLA
- Sales

I worked with TANZANIA EMPOWERMENT FORUM (TEF) as Walk-in Agent at Airtel shop

October 2018 to may 2020

RESPONSIBILITIES

- Receiving customer and providing services required
- Sim swap (card replacement)
- Registering new customer with giving them new sim cards
- Recharging balance and bundle activation
- Customer Re- registration
- Transaction reversal
- Preparing daily reports
- Escalating customer queries

I worked with MILLENNIUM COMMUNITY COLLEGE (MCC) as A TUTOR.

(April 2015 to December 2015)

RESPONSIBILITIES

- Teaching and supervising the proper courses to the respective class
- Managing student's college developments
- Preparing reports and recording Student's performance

I worked with NGO's known as GOOD HOPE CARE Centre as social worker.

(August 2014 to march 2015)

RESPONSIBILITIES

- Educating vulnerable societies on social development
- Supervising their school's development
- Counseling
- Managing their needs and support by linking with people or organization for more support on social needs.

D. HOBBIES

- Social interactions
- Organizing and working in team work
- Sports and games
- listening music

E. REFERENCE

Mr. FARASI TITLE: Senior Community Development Officer CUUAM (Doctors with Africa) Address: P.O Box 1003 Iringa Contact: +255 754391542	KELVIN KWEKA Title: SALES TEAM LEADER- AIRTEL Address: P.O BOX Dar ES Salaam Contact: +255 688113113	Ms Christina Haule Title: Social Worker Kilimanjaro Christian Medical Centre - MOSHI Address: P.O BOX Moshi Email: tinahaule1986@yahoo.com
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Declaration

*I, **Denis Fredrick Malima** the undersigned hereby certify that to the best of my knowledge and belief, this profile correctly describes my qualification, my experiences and myself.*