

CURRICULUM VITAE (CV)
BATULI MICHAELI KISHIMBA

+255684111685

Address: P.O.Box 77298 Dar Es Salaam

kishimbabatuli@gmail.com

Personal Particular:

Date of birth: 30/May/2000

Nationality: Tanzania Marital

Status: Single

Sex: Female

Availability: Immediately

Career Focus:

I am dedicated to provide quality customer experience from the vast experience in Quality customer Service, customer engagement and contact center management.

Professional Summary:

I have 3 months of experience, I have been working on Telecommunication Company and Business Out sourcing Company (BPO), basically specializing Call Center Operations and Customer experience.

Sept-2024–Present, working as **Customer service representative** at **MIC at Honora Tanzania PLC (Tigo)** under **PCCI**.

Reporting To Team Leader

DUTIES AND RESPONSIBILITY

- Answer call professionally to provide information about product and service or obtain details of complaints.
- Keep records of customer interaction and transaction, recording details of inquiries complain and comment as well as action taken.
- Recommend potential product or services to management by collecting customer information and analyzing customer needs.
- Handle complaints; provide appropriate Solution and alternative within the time limits and follow up to ensure resolution.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Provide accurate, valid and complete information by using right methods tools.
- Educated customers about billing, payment processing and support policies and procedures.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.

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Education background/Qualification

YEARS	NAME OF INSTITUTION	AWARDS
2007- 2013	Bahari Nursery and Primary School	Certificate of Primary School Education Examination
2014-2017	Centennial Christian Seminary School	Certificate of Ordinary level School Education Examination
2018- 2020	Askofu Adrian Mkoba Secondary School	Advanced Certificate of Secondary Education
2020- 2023	Tumaini University Dar Es Salaam College (TUDARCo)	Certificate of Bachelor's in laws (LLB)

Skills

- Leadership and organization skills
- Public speaking skills
- Teamwork skills
- Volunteering skills

Certificates & Awards

- A Certificate of Participation from Young Scientists Tanzania (YST)
- A Certificate of YUNA from UNC-TUDARCo
- A Certificate of YUNA from UN Chapter Tanzania

Hobbies

- Reading
- Public Speaking
- Organizing events
- Team bonding
- Volunteering

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REFEREES

Dr. Cornel Mtaki

Lecturer

Tumaini University Dar Es Salaam College

0754370374

Mr Mikidadi Mpunga

A Social worker

Kigamboni

0689520706

Nehemia Mussa Mihayo

Corporate Communications Specialist

Business Registrations and Licensing Agency(BRELA)

0759789897