**Objective**

The main objective of a customer care agent and a test lab technician is to ensure customer satisfaction by promptly addressing inquiries, resolving issues efficiently, and fostering positive relationships. This involves actively listening, providing clear and helpful communication, and documenting interactions for future reference. Ultimately, the goal is to enhance the customer experience and contribute to the company's brand reputation. I have acquired the necessary skills and knowledge which will help to provide customer care support by providing excellent service through clear communication, problem-solving, and maintaining a positive, helpful attitude to ensure the customer has a great experience with product or service.

**Competencies and Computer skills**

* Office Administration and Management.
* Time Management.
* Communication (Excellent verbal and written communication skills).
* Problem-Solving.
* Human resource Information systems (HRIs).
* Customer Relationship Management (CRM).
* Microsoft Office Suite (Proficient in Word, Excel, PowerPoint, and Outlook).
* Computer Networking (Beginner)

**Working Experience**

##### Position: Test lab technician

##### Period: 01st September, 2023 to Present

##### Company: Vodacom Tanzania Ltd.

**Main duties and responsibilities:**

* Provide technical support
* To measure and testing the strength and weakness of the new products(service) which is going to be introduced/ launched in the market
* Providing ideas for the products or services to match with the needs of the customer.
* Previewing different product or services after being launched in the market and provide a feedback to the product owners.

##### Position: Customer Care Agent/Call center Agent/Customer experience Advisory

##### Period: 01st February, 2021 to 31st August, 2023.

##### Company: ISON XPERIENCE BPO

**Main duties and responsibilities:**

* Respond to customer questions
* Resolve customer issues
* Build customer relationships
* Collect customer feedback
* Educate customers
* Guide customers through policies and procedures
* Provide technical support
* Respond to customers on day to day complaints.
* Customer retention

##### Position: Customer Care Support (Volunteering)

##### Period: 01st October, 2021 to June, 2022

##### Company: National Social Security Fund (NSSF-Mafao)

**Main duties and responsibilities:**

* Ever since that I have been working as a customer care, marketing personnel and provided customer services at different companies
* Registering new member of NSSF into the system once they want to join the fund.
* Preparing registering membership card and certification of various member in to the system.

##### Position: Administrative assistant (Field)

##### Period: 01st August, 2020 to 20th November, 2020

##### Company: Electrical Transmission Distribution Construction and Maintenance Company, Morogoro - Tanzania

**Main duties and responsibilities:**

* Provided administrative support to the HR department by organizing personnel files, entering data, and managing confidential documents.
* Assisted in managing employee inquiries related to HR policies, leave balances, and benefits.
* Aided in preparing HR reports and presentations on workforce demographics and performance metrics.
* Supported recruitment initiatives by helping with job fairs, candidate outreach, and event logistics.
* Supported the HR team in maintaining employee records and data entry into the HR Information System.
* Assisted in onboarding activities such as new hire orientations and paperwork
* Contributed to organizing employee engagement events and activities

**Education Qualification**

* Bachelor Degree in Human Resource Management, Institute of Social work, Dar es salaam, 2019 to 2022.
* A level Cetificate, Temeke Secondary School, 2017 to 2019.
* O Level Certificate, Dr Mezger Secondary School, 2012 to 2016.
* Primary Certificate, Upendo Primary School, 2004 to 2011

**Language Proficiency:**

 Fluent in

* English
* Kiswahili.

**Person Profile**

* Able to work in a team and enhance better team performance (Team player)
* Able to work under pressure with minimum supervision.
* Competent, committed and self –motivated.
* Adapt quickly to new work environment.
* Honest, hard worker, punctual, creative, innovative, good decision maker.
* Able to supervise and mobilize others.
* Good leadership and customer service attitudes.

**Workshops and seminars attended**

* Human Resource Information System held at Institute of Social Work.
* Training on Mastering Employability Skills
* Sales qualities held at Bayport Finance.
* Customer care Advisory held at Ison Experience Company limited.
* Quality service and customer satisfaction training at Ison Experience Company limited.
* Customer care agents held at Fykat Morocco under Vodacom Tanzania.

**Award attained**

1. CCS project completion special recognition by Vodacom Tanzania on 2024.
2. Special recognition as the best customer care agent at Ison Experience on 2023

**Reference**

1. Dr. Nuru Kalufya

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