

STEPHEN TEMAEL KINGU

NATIONALITY: TANZANIAN | GENDER: MALE |

PLACE OF BIRTH : SINGIDA | RESIDENCE: DAR ES SALAAM

PHONE: +255 657 133 041

EMAIL:stephkingu@gmail.com

PROFESSIONAL PROFILE | EXECUTIVE SUMMARY

A motivated, enthusiastic, Sociology and project Practitioner with vast experience in critical best Development interventions and projects revolving around all Credit core functions of generalist experience.

Diverse social problem experience in Community limits & Acceptable levels of risk, Training & social capacity building actions with community

Excellent planning skills and ability to work under pressure while maintaining focus on the business priorities and personal goals and objectives. Excellent relationship building skills, energetic and positive attitude towards life and people.

Strong networking skills; able to develop and maintain strategic relationships that are appropriate for development processes and systems optimization as demonstrated by major projects I have spearheaded

Extensive experience in Credit corporate operational needs within all facets of business process

ACADEMIC EDUCATION

2017 –2021 BACHELOR DEGREE OF ART IN DEVELOPMENT STUDIES | UNIVERSITY OF DODOMA

2015 - 2016 ADVANCED CERTIFICATE OF SECONDARY EDUCATION (ACSE) | ITIGI SECONDARY SCHOOL

2011 - 2014 CERTIFICATE OF SECONDARY EDUCATION (CSE) | MWANZI SECONDARY SCHOOL

2004 - 2010 CERTIFICATE OF PRIMARY EDUCATION (CSE) | GREEN ACRES PRIMARY SCHOOL

SPECIALIZATIONS

Customer service skills | Call center skills | Sales and marketing| Strong IT Skills |Training & Capacity Building |

MEMBERSHIPS IN PROFESSIONAL SOCIETIES

Tanzania Association of Microfinance Institutions (TAMFI)

Prevention and combating of corruption bureau (PCCB)

WORK EXPERIENCE

MONEY MICROCREDIT LIMITED | TANZANIA APRIL 2021 TO APRIL 2023 CRESO

CUSTOMER SERVICE OFFICER

BRAC MICROFINANCE TANZANIA | TANZANIA APRIL 2023 TO APRIL 2025

CUSTOMER SERVICE OFFICER

REPORTING TO: MONEY BRANCH MANAGER

- Serve as the first point of contact for customer inquiries via phone, email, and other communication channels.
- Provide detailed information about the company's products, pricing, and policies.
- Address and resolve customer complaints and issues in a timely and professional manner.
- Maintain accurate records of customer interactions and transactions in the CRM system.
- Monitor customer accounts to ensure service needs are met and issues are proactively addressed.
- Collaborate with internal teams to address and resolve customer concerns.
- Conduct follow-ups with customers to ensure their satisfaction and gather feedback on services provided.
- Identify trends in customer feedback to suggest improvements in the standard operating procedures for service delivery.
- Assist in preparing reports on customer satisfaction and service performance metrics.

STEPHEN TEMAEL KINGU CV

- Promote company offerings, educate, and recommend additional services to customers when appropriate.
- **Achievements:**
- Assessing project needs in a timely manner.
- Successfully developed and implementing new procedures and systems.
- Identified and implemented numerous initiatives to streamline project.

SPECIAL PROJECTS |

PUBLICATIONS

- AIM Program to the staffs and clients of the loans
- Rebranding from Runners Jr to Money microcredit

PROFESSIONAL DEVELOPMENT |

CERTIFICATES

- Certificate of the actively participated on the training provider courses (TOT)
- Certificate in L and D Management
- Certificate of Prevention and combating of corruption bureau
- Certificate of Participation in software training for Research data analysis(SPSS)

SKILLS

- Competent with MS Office software programs & Internet
- Portfolio management
- Business analysis
- Driving
- Research Data collection and analysis tools (SPSS),(ODK) (KOB0)
- Economic digital platform

EXTRA-CURRICULAR ACTIVITIES |

HOBBIES

- Good health and fitness
- High standards of Safety and Compliance in all aspects of company business and local legislations.
- Experienced in working in isolated and remote locations.
- Excellent trainer and facilitator
- Good Public Speaking and Presentation skills.
- Excellent analytical skills.
- Strong interpersonal communication and team motivation skills

- Excellent influencing and negotiation skills
- Proficient writing skills in English and Swahili

REFERENCE CONTACTS

Name: ELIBARIKI LAZIER
 Title: ENVIRONMENTAL OFFICER
 Company: METL
 Address: Dar es Salaam
 Mobile/Cell: 0714063300
 Email: laizerel4@gmail.com

Name: JACKSON MAHENG
 Title: Managing Executive
 Company: CREATIVITY FOR RURAL EMPOWERMENT AND SUSTAINABLE
 DEVELOPMENT
 (CRESD)
 Address: P.O BOX 22425, MOROGORO
 Email: jackson.cresd@gmail.com
 TEL: 0762493907
 Relationship: My former Direct Manager

Enock Samwel Amas
 P.o Box 1224
 Dodoma
 eamas1979@gmail.com
 0763971271
 Branch Quality Assurance Manager,
 Crdb Bank Plc.

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