

0621482918

elizabethmomburi@gmail.com

28/11/1997

SKILLS

- Communication skill
- Problem-solving ability
- Conflict Resolution skill
- Organizational skill
- Time management skill

ELIZABETH MOMBURI

Mwenge, Dar Es Salaam

EXPERIENCE

Kilimanjaro Express CompanJuly 2021 - Oct 2021

- Assistant Human Resources Manager
- Recruitment and Staffing Support
 - Employee Relations and Engagement
 - Performance Management
 - Conduct training
 - Payroll and Benefits Administration
 - Health and Safety Management
 - General Administrative Support

Watu Credit TanzaniaFeb 2023 - July 2023

- Customer care agent
- Manage Customer Inquiries and Complaints: Respond to customer queries via phone, email, and chat, ensuring issues are addressed swiftly and professionally, maintaining a high standard of customer service.
 - Provide Product/Service Information: Offer detailed explanations and guidance on products and services to assist customers in making informed decisions.
 - Maintain Customer Records: Accurately update and manage customer information and interactions, ensuring up-to-date records for future reference.
 - Foster Customer Loyalty: Build and maintain strong customer relationships by providing personalized support, improving retention, and promoting additional services as needed.
 - Collaborate Across Departments: Work closely with sales, technical support, and marketing teams to resolve customer issues, share feedback, and enhance overall service offerings.

EDUCATION

Tanzania Institute of Accountant (TIA)Passing Year - 2022

Bachelor of Human Resources Management

Grades : Upper Class

Songe Girls High SchoolPassing Year - 2019

Advanced Certificate of Secondary Education (ACSEE)

Grades : Division II

J.K.Nyerere Secondary SchoolPassing Year - 2016

Certificate of Secondary Education (CSEE)

REFERENCE

- Ms. WINN GOD MWANRI - Operational manager
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- Mr. PETRO COSMAS - Assistant Manager
- Watu Credit Tanzania
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