

CURRICULLUM VITAE
MAURA EPHREM MCHANA
P.O BOX 66722 Dar-es-salaam

PERSONAL PARTICULARS

Sex	:	Female
Nationality	:	Tanzanian
Language skills	:	Fluent in Swahili and English
Current Residence	:	Dar es Salaam, Tanzania
Mobile	:	0789 481500
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EDUCATION AND QUALIFICATIONS

- **October 2015 - July 2018** Bachelor of Science in Production and Operations Management
MZUMBE UNIVERSITY (MAIN CAMPUS)
- **July 2013- March 2015** Advanced Certificate of Secondary Education Examination
Tusiime Secondary School
- **January 2009- October 2012** Ordinary Certificate of Secondary Education Examination
St Clara Girls Secondary School
- **ST. Clara Girls Secondary School (2010)** Award of Best in Book Keeping Subject
- **January 2002- October 2008** Primary certificate of primary education
- **Lyalamo Primary school (2008)** Award of Most Hardworking Girl.

WORK EXPERIENCE

Customer Service and Relations Management at Sokabet Africa - CALL CENTER AGENT
From May 2023 to Present

- My role at Sokabet Africa is to interact with customers through various channels, such as **live chats** and **Phone calls**, address their questions, resolve complaints, and provide guidance on using Sokabet's platforms effectively. This has significantly resulted in helping customers navigate the website, troubleshoot technical issues, as well as explain betting rules and processes.

- This role has enabled me to have a comprehensive understanding of sports betting options, online casino games, promotions, and account management. I have crucially provided timely assistance, resolve issues, and ensure customer satisfaction. By delivering excellent customer service,
- I have managed to contribute to the company's reputation and help maintain positive relationships with its customers and as well as calling Vip customers to solve queries.
- I have a well understanding Knowledge of Online casino's and Slots thus upselling and cross selling
- Quick on answering customer queries On Livechat and informing of our product on not more than 3mins per customer .I can handled lots of chats and answer then effectively thus I can multitask and receive more than 50 chats per day.

October2022: Kiboko Enterprise Limited

Position: Sales Van Representative

- Supplying First moving consumer goods thus Ariel Soaps ,Gilletes products etc
- Obtaining new outlets of customers in order to increase sales
- Writing report daily of the sales activity
- Reaching targets set by the company per month

Raha Liquid Telecom, From March 2020 – NOV2021

Position – Sales Executive

- Finding clients for internet connections at their offices
- Obtaining complains and problems that or clients face about our internet connection
- Meeting and obtaining targets set each month by finding new clients
- Writing report and feedback weekly.

PLACE –ZANTEL HEAD QUARTER

From December 2018 – MARCH 2020, CALL CENTER DEPARTMENT

- Answering incoming calls and respond to customers
- Management and resolve customer complaints
- Provide product and service information to customers.
- Making calls to ask for the challenges they are facing
- To remind customers about the sim cards registration.
- Making calls to customers about biometric registration of the sim cards.

Place: TANZANIA BREWERIES LIMITED (TBL)

From October 2017 – March 2018

Department: Oct – Dec 2017 (Operations Department), Dec 2017- March 2018 (Production Department)

Duties performed

- Production assistance of beer thus understanding well the whole process of beer production.
- Documentations of meters of Machines thus boilers documentations
- Quality control thus measurement of PH and colour of the alcohol.
- Planning, Controlling and receiving orders of beers.
- Ensuring good customer service to customers who are receiving orders
- Ensuring good quality production (Quality Checking)
- Operating and Controlling Machines for beer production
- Labeling of bottles
- Controlling of stock in warehouse
- Prepare weekly/monthly/quarterly/ semi-annual and annual report
- Controlling inventories in stores, Thus Maintain supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies.

Achievements

- Learned on how to plan, organize and control different activities
- Learned to work effectively with a variety of people, gained skills to work as team

TRANSFERABLE SKILLS AND ABILITY
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- Good communication and interpersonal skills.
- Excellent management ,team building and networking skill
- Planning,controllong and reporting
- Total quality management(TQM)
- Production planning and control
- Industrial Technology
- Operations Management
- Reliability and maintenance management
- Self-motivated ,creative and highly motivated character
- Business negotiation skills.

COMPUTER SKILLS

Microsoft Office applications (Word, Excel, Access, Outlook and Power point)

- SPSS (Statistical package for social sciences)

REFFEREES

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