



DONALD LEMA

PERSONAL DETAILS

- ❖ **Date of Birth** : 15th September 1994
- ❖ **Nationality** : Tanzanian
- ❖ **Sex** : Male
- ❖ **Language** : Swahili and English
- ❖ **Contact**
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CAREER OBJECTIVE

“To acquire additional knowledge in my field of expertise and share it for the common good; to be more effective and responsible in any assigned task given in order to grow as a professional”

ACADEMIC BACKGROUND

YEAR	INSTITUTION	AWARD
2015 – 2019	National Institute of Transport (NIT)	Bachelor degree in Accounting and Transport finance
2012 – 2015	National Institute of Transport (NIT)	Diploma in Procurement and Logistics Management.
2008 – 2011	Goba Secondary School	Certificate in Secondary Examination (CSEE)

SHORT COURSES AND AWARDS

YEAR	INSTITUTION	AWARD
JANUARY 2023	ISON EXPERIENCES	Certified for complete Customer Experience Advisor
AUGUST 2022	ISON EXPERIENCES	Recognition certificate for excellent performance in the month
JANUARY 2022	ISON EXPERIENCES	Recognition certificate for excellent performance in the month
APRIL 2021	ISON EXPERIENCES	Recognition certificate for excellent performance in the month
AUGUST 2019	CORPORATE FINANCE INSTITUTE	Certificate of Completed of Accounting Fundamentals
JANUARY 2018	AADU & UDBS	Certificate of training on Accounting Packages
JULY 2020	ISON EXPERIENCE	Certificate of complete customer care representative hire induction program
2017	UNESCO	Certificate of participation on UNESCO operational strategy, volunteerism, leadership and social entrepreneurship

WORKING EXPERIENCE AND VOLUNTEER TRAINING

YEAR	ORGANIZATION	POSITION	KEY RESPONSIBILITIES
August,2020 to august 2024	Ison BPO Experience (Vodacom)	Customer Experience Advisor	<ul style="list-style-type: none"> ❖ Build rapport with customer by handling customer call in a professional manner ❖ Provide product and service information to the customer ❖ Obtain, imparts, clarifies and verifies information to and/or from customer to ensure delivery of exceptional customer service ❖ Accurately tags each call as per defined tagging list/CRM tagging list. ❖ Ensure that the quality of each call is in compliance with predefined quality parameters. ❖ Consistently contributes towards improving customer experience by identify potential areas for process/productivity improvements and highlights the same to the team leader. ❖ Provide the relevant reports daily basis – where applicable. ❖ Appropriately escalates customer queries to the team leader to ensure speedy resolution of the same. ❖ Ensure daily performance targets are met.
July, 2018 to Mei 2020	Asilia Camps and Lodge Southern Tanzania (AST)	Relief Administrator& Resupply Assistant.	<ul style="list-style-type: none"> ❖ Join weekly resupply truck delivering goods to camps everything is going smooth. ❖ Assist on preparing Transfers/preparing orders from camps. ❖ Oversee the physical verification of the quantities and condition of goods (stock taking) in the end of each month. ❖ Assist on Organize packing of issues and resupply process and loading trucks with goods for the delivery to the point of ultimate consumption (camps) ❖ Relieving storekeeper, receiving and Procurement when he/she is absent. ❖ Assist in any office clerical duties. ❖ Assisting in any other areas of department as requested by your line or senior manager within reasonable limits.
MAR to JUN 2016	Dar es Salaam Commercial Bank Plc (DCB)	Bank Trainee	<ul style="list-style-type: none"> ❖ Issuing of account (bank statement) ❖ Attend customer queries ❖ To open and close account appropriately ❖ General good customer service ❖ Issuing bank balance ❖ Issuing ATM cards. ❖ Loans processing, issuing and repayments management

OTHER SKILLS AND ATTRIBUTES

- ❖ Ability to work with people of diversified culture.
- ❖ Ability to talk to peer and strangers.
- ❖ Easily approachable
- ❖ Ability to communicate with those not well informed
- ❖ High spirit in helping others

REFERENCE

- 1. LELLO MMASSY,
GALCO TRANSPORT COMPANY LIMITED,
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- 2. DAVID MSUYA
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CAMP MANAGER
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- 3. INNOCENT NKYA
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