

CURRICULUM VITAE.

PERSONAL INFORMATION:

NAMES: Agustina Augustino Kessy.

SEX: Female.

DATE OF BIRTH: 27th February 1995.

MARITAL STATUS: Married.

LANGUAGES: Swahili and English.

NATIONALITY: Tanzanian.

RELIGION: Christian.

MOBILE NUMBER: +255718500830/+225746229402

EMAIL ADDRESS: agustinakessy062@gmail.com

PERSONAL PROFILE:

Optimistic and positive, interested in learning from others, applying my knowledge to resolve daily life matters, not afraid to take initiatives and ask questions where necessary, knowledgeable in financial and accounting risk, control, compliance and banking operations at large.

CARRIER OBJECTIVES:

My pleasure is to work with a reputable organization that gives sufficient opportunities to fully utilize potentials I have. To be young professional who plays a crucial role in the development of my career and the world at large and be part of management team in reputable organization.

EDUCATION PROFILE:

Bachelor Degree in Banking and Finance- (BBF)

Period: 2017 to 2020.

Institution: The Institute of Finance Management (IFM)– Dar es Salaam.

Advanced Certificate of Secondary Education Examination (ACSEE)

Period: 2015 to 2017.

Institution: Mawenzi Secondary school- Moshi, Kilimanjaro.

Certificate of Secondary Education Examination (CSEE)

Period: 2011 to 2014.

Institution: Regina Mundi Girls Secondary School- Mahenge, Morogoro

WORKING AND FIELD EXPERIENCE:

Designation: Internship

Duration: July 2019– September 2019

Organization: NMB PLC-Mbezi beach Africana branch, Dar es Salaam zone.

Main responsibilities:

- Attending day to day banking enquiries from customers on the range of products and services.
- Engaging, knowing and addressing customers' needs.
- Providing banking services to NMB customers in an efficient and friendly manner.
- Understanding customer needs and expectations and selling appropriate products and services.
- Supporting customers in filling KYC forms when opening new accounts.
- Cross selling of bank products to existing customers inside and outside banking hall.
- Assisting in preparation of ATM reconciliation report and fixed assets verification.
- Ensuring optimal banking hall utilization through keeping it organized, clean and displaying of marketing materials.

May 2021 to date:

Organization: ISON BPO

Position: Vodacom Customer Service Adviser.

Responsibilities:

- Handling in a very competent and professional way Vodacom customers who inquire through calls, emails or physical meeting at the office.
- Resolving challenges and providing advises to customers on how they can use various Vodacom products in appropriate way.
- Attending to various M-pesa related customers' queries, such a transactions reversal, re-allocation of funds, escalating to other partner organizations whose systems are linked to Mpesa systems in resolving customers Mpesa matters.

- Introducing to customers various Vodacom products (The new and existing products) and educate them on how to subscribe and use them.

SKILLS:

- Language: Fluent in Swahili and English.
- Computer: Well experience on basic and applied Ms Word, Ms Power point.
- Well experience on reconciliation and Mpesa related queries.
- Excellent time management skills.
- Interpersonal, organizational, communication and teamwork skills.
- Ability to accept changes.
- Ability to work successfully with minimum supervision.

REFEREES:

1. Ms. RosenaMyonga
Customer experience Manager
NMB Bank Plc- Mbezi Branch, Dar es salaam
Mobile: +255 769 330 326
Email: rosenamyonga@nmbtz.com
2. Ms. Blandina Lucas
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3. Mr. Noel William
Call center supervisor, Vodacom Tanzania.
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Email: williamn02@vodacom.co.tz

CERTIFICATION:

I, the undersigned hereby certify that to the best of my awareness, knowledge and belief, this profile correctly describes my qualifications, experiences and myself.

Agustina Augustino Kessy.