# MATHEW GODFREY PONERA

Tel: 0761875776 | Email: poneramatthew@gmail.com

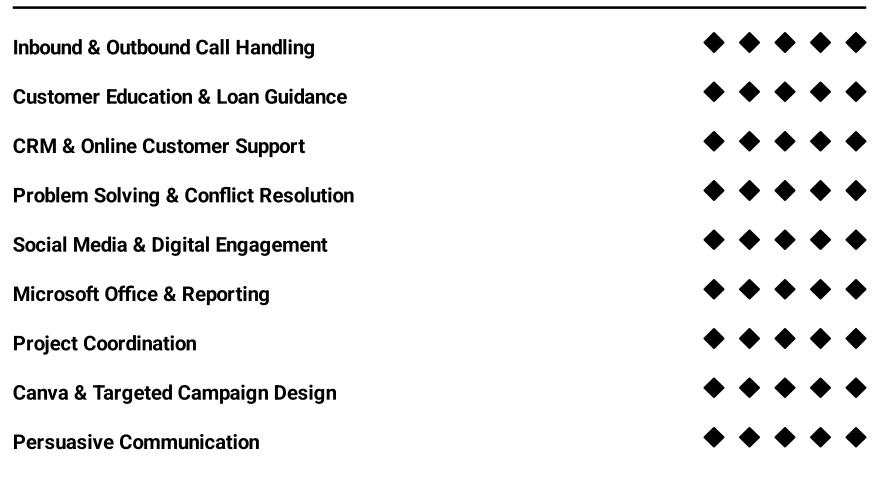
Dar es Salaam

Nationality: Tanzanian | Marital Status: Single | Religion: Christian | Birthday: 25/10/1999

# **Professional Summary**

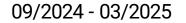
Driven and customer-focused professional with hands-on experience in call handling, digital communication, and online customer service. Skilled in educating customers about services, resolving inquiries with empathy, and building strong client relationships. Adept at managing both inbound and outbound calls, executing digital marketing strategies, and supporting financial product promotion. Passionate about helping clients understand loan options and committed to providing clear, trustworthy support in a fast-paced call center environment.

# **Key Skills**



#### Work Experience

#### VITESSE COMPANY (T) LIMITED



**Digital Marketing & Customer Engagement Specialist** 

Handled 30–50 daily inbound and outbound calls to qualify leads, explain financial products, and convert prospects into clients

Created engaging digital content with Canva to support loan education, contributing to a 15% increase in inquiry volume

Managed targeted ad campaigns aligned with customer service scripts, reinforcing clarity during follow-up calls

Resolved customer inquiries via social platforms with 2-hour average response time, achieving 95% satisfaction rate

Analyzed call patterns and messaging results, leading to optimized scripts that improved conversion by 12%

Delivered clear, empathetic virtual support and guided customers through financial product options with trust and clarity

#### RUCODIA

01/2024 - 09/2024

Extension Officer ( Community Outreach) Field Base

Delivered field training and loan education to over 200 community members using simplified, persuasive communication techniques

Mobilized local groups for engagement and awareness, mirroring loan marketing campaigns in rural contexts

Fostered trust and connection in outreach efforts, enhancing adoption of community-based financial services

Facilitated training sessions to demystify complex processes, showcasing an ability to simplify technical information for broad audiences

Prepared structured reports and updates, echoing the clarity required in customer financial communication

Identified workflow inefficiencies and initiated process improvements, demonstrating strong

coordination and problem-solving skills

# **Education**

Basics in Digital Marketing ALISON	03/2025 - 04/2025
<b>Bsc.Horticulture</b> Sokoine University of Agriculture	11/2020 - 11/2023
ACSEE Same Secondary School	07/2018 - 07/2020
<b>CSEE</b> Songea Boys Secondary School	01/2014 - 11/2017
<b>PSLE</b> Mahenge Primary School	01/2007 - 09/2013

### Interest

Financial Literacy & Loan Education

**Customer Relationship Building** 

Community Outreach and Empowerment

Social Media Trends & Digital Engagement

## Languages

English



#### Kiswahili

Native

# Referees

#### Hosea Magelanga

CEO · Vitesse Company (T) Ltd

Tel: 0765443142

#### Vincent Kuley

IPM Mnager · FIDES Tanzania Ltd

Email: V.Kuley@dummenorange.com