

MATHEW GODFREY PONERA

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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

Inbound & Outbound Call Handling	◆◆◆◆◆
Customer Education & Loan Guidance	◆◆◆◆◆
CRM & Online Customer Support	◆◆◆◆◆
Problem Solving & Conflict Resolution	◆◆◆◆◆
Social Media & Digital Engagement	◆◆◆◆◆
Microsoft Office & Reporting	◆◆◆◆◆
Project Coordination	◆◆◆◆◆
Canva & Targeted Campaign Design	◆◆◆◆◆
Persuasive Communication	◆◆◆◆◆

Work Experience

VITESSE COMPANY (T) LIMITED	09/2024 - 03/2025
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

FIDES TANZANIA LTD

03/2023 - 04/2023

Assistant IPM Manager

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

03/2025 - 04/2025

ALISON

Bsc.Horticulture

11/2020 - 11/2023

Sokoine University of Agriculture

ACSEE

07/2018 - 07/2020

Same Secondary School

CSEE

01/2014 - 11/2017

Songea Boys Secondary School

PSLE

01/2007 - 09/2013

Mahenge Primary School

Interest

Financial Literacy & Loan Education

Customer Relationship Building

Community Outreach and Empowerment

Social Media Trends & Digital Engagement

Languages

English

Proficiency

Kiswahili

Native

Referees

Hosea Magelanga

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Vincent Kuley

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