



## HATIBU ABDU MSEMO

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### Objective

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To work in an environment which encourages professional growth where I can utilize my skills and knowledge appropriately.

### Experience

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- **MGO company limited** Jan 2024 to Present

Working as a call center operator

- **Julius Nyerere International Conference Centre(JNICC)** May 2023- December 2023

#### Internship

- Working as supporting staff in Conference Department, assisting in supervising Conference both International and Local, handling guest as well as attending to customers.
- Conference preparation, protocol service and preparing Proformer invoice.

- **National Bureau of Statistics(NBS)** July 2022- August 2022

#### Clerk Officer

- Attending seminar for the job position training and participating at the 23 of August on the national population and housing Census day
- **Public Services Social Security Fund (PSSSF)** March 2021- July 2021

Customer Service Officer Trainee and report to the Principal of Customer Officer (PCO)

- Junior customer service officer in the customer care department, where I attend customer and answer customers questions through phone calls and face to face.
- Receive and record customer inquiries.
- I assist on pensioner verification exercise.
- Preparing and record daily and weekly reports of pension files.
- Also I record and dispatch pensioner claims.

## Education

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- **Mozambique-Tanzania Centre for foreign Relations** 2021-2022

Bachelor Degree in International Relations and Diplomacy

Upper Second Class

- **Mozambique-Tanzania Centre for Foreign Relations** 2019-2021

Higher Diploma in International Relations and Diplomacy

Upper Second Class

- **Agape Secondary High School** 2017-2019

Advanced Certificate of Secondary Education (ACSE)

Division II

- **Mwanga Secondary School** 2013-2016

Certificate of Secondary Education (CSE)

Division III

## Skills

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- Team building and flexibility
- Computer skills - Microsoft Office Packages
- Good Communication

- Negotiation
- Presentation

## **Projects**

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- **Research titled: Assessing the factors influencing the choosing of self-employment amongst the graduates of higher education learning.**

The study identify reasons that led graduates to choose self-employment as one of their foremost priority and as an escape from being educated and unemployed

## **Interests**

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- To work in a dynamic environment flexible as situation demand
- Sharing ideas with different people (socialization)
- Sport-Physical exercise and walking

## **Activities**

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- Participating in Africa Food System Forum 2023 in Ushering position as Protocol Assistant under Ministry of Agriculture. I managed to receive different delegates from different respective states.
- Participating in Africa Human Capital Heads of State Summit 2023 in Ushering position and performed protocol service where the Summit was under Ministry of Finance and World Bank. I manage to receive different delegates from different member states and assist them on their arrival process, documentations and at their departure process.

## **Languages**

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- Swahili
- English

## Reference

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1. DAVID KAANAELI

SENIOR CONFERENCE SERVICE OFFICER

JULIUS NYERERE INTERNATIONAL CONVENTION CENTRE-JNICC

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2. GODWIN NOEL TONDI

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## Declaration

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I, **HATIBU ABDU MSEMO** hereby declare that the information above are correct and true.