

CURRICULUM VITAE

PERSONAL DETAILS:

Name: Rahmaty Ullaya

Date of Birth: 01.12.1994

Sex: Female

Nationality: Tanzanian

Marital status: Single

Permanent address P.O. Box 807, Dar es Salaam

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PROFESSIONAL SUMMARY

I am a very dedicated and curious person who always wants to use my skills and knowledge to help others. I want to obtain a significant and challenging position where I can apply what I have learned for the progress of the company and further development of my career.

EDUCATION BACKGROUND

2014 - 2017: **Moshi Cooperative University**

Bachelor of Arts in Marketing and Entrepreneurship

2012 - 2014: **Benjamin William Mkapa High School**

Advanced Certificate of Secondary Education

2008 - 2011: **Presbyterian Seminary School**

Certificate of Secondary Education

WORK EXPERIENCE:

TANZANIA TELECOMMUNICATIONS COMPANY LIMITED (TTCL)

05/10/2020 TO DATE, As Call Center Representative- (Graduate Intern), Duties:

- Handling customer issues in a pleasant, confident and very helpful telephone manner
- Answering calls from customers by the use of call center telephony system with defined time-limits
- Recording detailed customer inquiries, requests and complaints into the system for further management assistance.
- Solving customer's complaints in a courteous manner and escalate unresolved cases to an immediate team leader/supervisor for further assistance
- Performing any other duties as may be assigned by Supervisor

August 2016 - October 2016: Volunteer as Sales and Marketing Officer at National

Microfinance Bank (NMB) Ubungu Plaza Branch Dar es Salaam Duties;

- Assigned to open different Bank accounts to our customers such as Chapchap accounts, personal accounts, Mtoto accounts and saving accounts
- Engages in superior customer service by making information readily available
- Demonstrates Bank products and services as deemed necessary by clients and management
- Provide response for queries and concerns about Bank's products to clients.

February 2016 - April 2016: Field Trainee as Sales and Marketer at PPF Pension Fund (Dar es Salaam office) Duties;

- Supporting the Marketing Manager in day-to-day marketing activities
- Recording new job vacancies announced by different companies and sending details to the sales office and marketing Manager so that to get new customers to join PPF Pension Fund

ADDITIONAL INFORMATION

Languages: Fluent in English and Swahili

Computer Literacy: Microsoft packages including MS word, MS excel and MS PowerPoint.

Skills: Problem solving; team work; Multi-Tasking; Communication;

Hobbies: Listening music, Reading novels

REFEREES:

Wendlyne Mbagga: Manager Customer Service,
P.O. Box 9070 Dar es Salaam,
Email Address: wendlyne.mbagga@ttcl.co.tz
0738262999

Isaack Karl Lyimo: Call Centre Supervisor
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