



EVANCE KIMALANDO

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DAR ES SALAAM,
TANZANIA.

I am flexible, Hardworking, Trainable, Disciplined and ethical in anything that am involved in. I am also reliable and able to work with my own initiative or part of a team to achieve the common goal of the organization I work for. High sense of responsibility, flexible and adaptable with strong communications and interpersonal skills. To me success is never a gift but a result. I am always ready to go the extra mile to deliver the best.

CORE SKILLS

|Interpersonal Skills | Problem Solving | Analytical Ability| Project Management
| Capacity for Innovation |

WORK EXPERIENCE



Senior Customer Care Officer.

Watu Credit Tanzania August 2022 to Present.

- Acknowledging and handling escalated complaints from clients.
- Ensure all client inquiries are responded to promptly.
- Analyze and performance metrics of agents assigned.
- Efficient allocation of resource to ensure that there is a smooth operation.
- Develop policies to handle clients so as to ensure the client journey is a success



Quality Assurance Officer.

DSAT Solutions August 2018 to August 2022.

- Draft quality assurance policies and procedures
- Interpret and implement quality assurance standards
- Evaluate adequacy of quality assurance standards
- Review the implementation and efficiency of quality and inspection systems
- Investigate customer complaints and non-conformance issues
- Collect and compile statistical quality data
- Analyze data to identify areas for improvement in the quality system
- Develop, recommend and monitor corrective and preventive actions
- Prepare reports to communicate outcomes of quality activities.
- Assure ongoing compliance with quality and industry regulatory requirements.



Customer Care Executive
Vodacom Plc October 2015 to May 2018

- Manage large amounts of incoming calls Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies Take the extra mile to engage customer

APPRENTICESHIP | INTERNSHIP



Intern,
Economic and Social Research Foundation (2013)

- Contributed to a large-scale impact evaluation of monetary policies;
- Provided research assistance to a feasibility study on expanding the developmental impact;
- Analysed national data-sets to determine the reach of various social protection programmes to vulnerable households within Tanzania;
- Helped research, write and edit a review of social protection programmes;
- Worked with Tanzania's Members of Parliament enrolled in Parliamentary Capacity Building Programme.

EDUCATION



September 2011-November 2014
Bachelor of Arts in Economics
University of Dar es Salaam



November 2020 to November 2022
Postgraduate in Financial Management
Institute of Finance Management.

LANGUAGES

English

Kiswahili

REFERENCE

Mr Geoffrey Changa,
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Evance Joseph Kimalandu

DEGREE OF
BACHELOR OF ARTS (ECONOMICS)

Pass

*Fifteenth day of November
in the year Two thousand and fourteen*



Deputy Vice Chancellor
(Academic)

BA(E)0000939