

CURRICULUM VITAE (CV)

• PERSONAL PARTICULARS

Last Name : Kakete
Middle Name : Stephen
First Name : Bertha
Date of birth : 01st August, 1997
Place of birth : Kinondoni - Dar es salaam
Residence : Dar es salaam
Nationality : Tanzanian
Religion : Christian
Gender : Female
Language : English & Kiswahili
Marital Status : Married
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• EDUCATION BACKGROUND

YEAR	EDUCATIONAL LEVEL	AWARDS
2019 - 2022	Degree	Degree of Bachelor of Arts in Library and Information Studies
2018 - 2019	Ordinary Diploma (NTA Level 6)	Ordinary Diploma in Library,Records and Information studies
2017 – 2018	Technician Certificate (NTA Level 5)	Technician certificate in library,records an information studies
2016 – 2017	Basic Technician Certificate (NTA Level 4)	Basic technician certificate in library records and information
2012 – 2015	Magoza Secondary School	Certificate of ‘O’ Level’ Secondary School
2005 - 2011	Misewe Primary School Education	Certificate of Primary Education

SHORT COURSE		
2016	Mass Computer Business	Certificate of Computer
2019	Softy Trainers	Certificate of Multi-Task-Skills Training Program
2020	iSON experiences	Certificate of customer care representative

		at Vodacom Tanzania
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KNOWLEDGE AND SKILLS

- Knowledge of Computer Skills, Microsoft word, Microsoft excels, Microsoft Power Point, internet and its application.
- Communication skills (customer service) and Planning organizing skills
- List incoming mail in the register
- Flexible and adaptable to changing of priorities
- Returning the files to the file cabinet
- Distributing files to executives.
- Knowledge of conducting operational research.
- To list the letters coming from outside the Institute in the register
- Knowledge of preparing research proposal.
- To monitor the circulation of the Institute's files
- Knowledge in doing record office activities (To register incoming and outgoing correspondence, to monitor file movement, Sorting of document and file census)
- Receiving files sent to the registry from executives
- Time management and Problem-solving skills.

PROFESSIONAL WORK EXPERIENCE

ORGANIZATION: TANZANIA LIBRARY SERVICE BOARD (TLSB)

DURATION	August 2017 – March 2019,
LOCATION	Dar es Salaam-
TITLE	LIBRARY ASSISTANT - INTERNSHIP
TASK	<ul style="list-style-type: none"> • Data entry in library management system (INMAGIC Genie) • To select library materials, cataloguing, classification, charging and discharging of library materials. • To update sponsored nurse students' data base by entering missing data and analyzing data from the Data base. • Knowledge of conducting operational research. • Ensure quality and quality control of the data collected and data entry. • Sorting of records and entry data in computer. • Arranging of Item for silent Auction Bid • Stock taking • Classifying of library materials • Shelving and shelving reading • Cataloguing of library materials • Data entry of library materials in the library • Provisional of library services to users • Data entry in D-space software

ORGANIZATION: TANZANIA REVENUE AUTHORITY (KINONDONI)

DURATION	July 2019 – January 2020
LOCATION	Dar es Salaam -
TITLE	RECORD OFFICER AND SECRETARY - INTERNSHIP
TASK	<ul style="list-style-type: none">• Control movement of files• File the letters and other document received• To register incoming and outgoing mails• To ensure timely circulation of document and designated officers for necessary action• To bring up files to the respective staff for action and retrieve the files from the staff for filling of incoming mail• To take stock of the file kept by staff• To Open and close files• To Account for the stamps used for postage of letters• To prepare meetings for the Manager• To receive all mails of the DEBT Manager• To assist clients and receive the incoming calls of the office

ORGANIZATION: VODACOM TANZANIA (DAR ES SALAAM)

DURATION	February 2020 – January 2021
LOCATION	Dar es Salaam-
TITLE	CUSTOMER CARE REPRESENTATIVE (PART TIME JOB)
TASK	<ul style="list-style-type: none">• Provide appropriate solutions and alternative solutions and alternatives within the time limits, follow up to ensure resolution• Keep records customer accounts and file documents• Follow communication procedures, guidelines and policies• Take extra mile to engage customers• Delivering information about a company's offering• Handle customer complains

ORGANIZATION: SOKER BET (DAR ES SALAAM)

DURATION	December 2022 – 2024
LOCATION	Dar es Salaam
TITLE	CALL CENTER AGENT
TASK	<ul style="list-style-type: none">• Answering customer calls, listening to their concerns and solving problems• To handle other inbound and outbound phone conversation with clients to make sure everyone quickly gets the help they need• To follow up with clients to make sure their past issues were successfully handled and if not, offer further assistance

	<ul style="list-style-type: none"> • To assist customers with issues regarding their purchase • To inform the customers of opportunities for upselling and cross selling. • To responsible for logging and storing customer data for future reference.
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HEALTH STATUS AND HOBBIES

- Good Physical and Mental conditions
- Internet Surfing and Exploring, Sports and Music
- Learning from others and share the ideas with friends
- Reading news and Journals

REFEREES

Dr. Getrude Ntulo

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Vincent Matowo

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*I **Bertha S. Kakete** declare that the above written particulars are true to the best of my knowledge and belief.*

