

## CURRICULUM VITAE

### PERSONAL INFORMATION

Sur Name : TEMBA  
First Name : SUZY  
Middle Name : IDDI  
Date of Birth : March 07,1995  
Place of Birth : Kisangara-Mwanga-Kilimanjaro  
Nationality : Tanzanian  
Marital Status : Single  
Resident Address : P.O.Box 31257, Dar es salaam  
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Telephone : +255(0) 659 262160  
Sex : Female

### EDUCATION BACKGROUNG

- Bachelor of Education in Science: MwengeCatholicUniversity, 2018-2021
- Advance Certificate of Secondary Education: Jitegemee High School, 2016-2018
- Certificate of Secondary Education: Tirav Secondary School, 2012-2015
- Primary School : Kisangara Primary School, 2002-2008

## WORK EXPERIENCE

### Customer Care Officer – Fanikiwa Microfinance Company Ltd

Zanzibar | June 2022 – Oct 2024

- Responded to customer inquiries through calls, emails and front desk operation.
- Resolved client complaints efficiently with a 95% satisfaction rate
- Maintained updated client records and service logs
- Promoted services and upsold products to improve customer retention
- Petty cash Management
- Assist customers with administrative task as required

### Teaching Practice, 2019 -2021

Kifaru High school, Mbwegu secondary school and Mkwakwani Secondary school.

- Applied active learning strategies like think pair share and peer instruction learning in teaching to engage learners for effective learning process
- Analyzed the learning outcomes of centered teaching and learning approach in Geography during my teaching for self-assessment
- To supervise activities in school like ensure invigilating and marking examination in the school.
- Organizing and monitoring extracurricular activities as assigned by head of school
- To ensure good keeping of all school resources run other activities taking place in school.

### TRAINING, SEMINARS AND PROFESSIONAL DEVELOPMENT

- Child Protection and Safeguarding, Mwenge Catholic University: August, 2020.
- An Introduction to Child Protection and Safeguarding
  - Introduced to the Types and Effects of Child Abuse
  - Learnt How to Respond to Incidence of Child Abuse
  - Learnt the Legal Framework for Child Safeguard
  - Teacher Trainee Seminar Every Year of study before teaching practice

### Learnt Teaching and Learning Skills

- Learnt Teaching Methodologies
- How to Handle student's misbehavior

### AWARDS

Child Protection Appreciation and Safeguarding: August 3-7, 2020

Core work skills Development Programmed: August 2-8, 2021

### RESEARCH FOCUS

**Focus:** Learning resources

**Title :** Assessment of practical experiments in science subjects in teaching and learning process in secondary school in Moshi Municipal.

### LANGUAGE SKILLS

- Swahili: Fluently speaking
- English: Fluently Speaking

### **OTHER SKILLS**

- Customer relationship management
- Conflict resolution and problem-solving
- Excellent communication and Interpersonal skills (verbal and written)
- Basic computer literacy (Word, Excel, Outlook)
- Teamwork and time management
- Mult- tasking skills
- Financial Management

### **HOBBIES AND INTERESTS**

- Participating in Volunteering and Child Protection activities
- Protecting and preserving environment (Biodiversity)
- Motivation and Inspiring students
- Mostly preferring the use of technology in teaching and Learning
- Sports for Healthy (Netball)
- To meet people with different ideas about solving different issues
- Reading books, and Swimming

## REFEREES

### 1. Mr shaban James

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### 2. Ms.LidyaMushi

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## OFFICIAL RECOGNITION

To the best of my knowledge ,I acknowledge that the information above is true.