

## MARIA CLEMENT MGALULA

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### EDUCATION

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- The Open University of Tanzania (2014-2017) - Degree in Human Resource Management
- School of Journalism and Mass Communication (2009) - Certificate of Journalism
- University Computing Center – Tanzania (2009) - Certificate of Computer (Introduction to Computer)
- Eagles Nest Secondary School (Uganda, Kampala) (2003-2008) - A & O Level Achievement

### WORK EXPERIENCE

#### Liquid Intelligent Technologies

##### **Customer Experience Officer (Oct 2021 – Present)**

- Drove proactive customer engagement through an average of 20 weekly visits, systematically identifying service gaps and pain points, gathering Account Manager insights, and ensuring timely follow-up to enhance overall satisfaction.
- Maintained a 0.0% voluntary customer churn rate by proactively addressing pricing, technical, and service-related concerns, safeguarding key client relationships.
- Implemented a robust churn recovery strategy, conducting exit interviews with all departing clients and consistently achieving a minimum of one win-back per month from current and previous fiscal year churns.
- Achieved 80% customer satisfaction by efficiently managing high-volume inquiries across phone, email, and chat channels.
- Reduced customer complaints by **30%** through in-depth feedback analysis and strategic cross-functional collaboration.
- Consistently exceeded Group NPS and CSAT targets, achieving top-tier promoter scores (9-10) in external customer surveys across a dedicated portfolio of accounts.
- Enhanced operational efficiency by maintaining daily, comprehensive reports on customer engagement, MTD churn, and ServiceNow metrics, while proactively managing contract renewal alerts and action item follow-ups for National Account Managers.
- Exceeded monthly cross-selling/up-selling targets by **120%**, generating over **\$750** monthly through cultivating strong, trust-based customer relations.
- Demonstrated commitment to continuous learning by completing quarterly product certifications and securing at least one annual certification in AI, enhancing technical and product expertise

##### **.HR Administrator (Nov 2018 – Oct 2021)**

- Ensured 100% compliance with employment laws while streamlining HR operations.
- Efficiently managed employee benefits, including health insurance.
- Contributed to smooth new hire transitions through effective onboarding.
- Managed office facilities, vendors, and budgets, optimizing cost-effectiveness.

#### Business Online Tanzania

##### **Human Resources Administration (Mar 2018 – Nov 2018)**

- Processed payroll, student loans, and medical insurance accurately and on time.
- Streamlined hiring by collaborating with recruiters.
- Coordinated HR projects and training (BNI).
- Maintained accurate HR records and ensured adequate staffing.

##### **Administration Secretary (Part-time at JICA)**

- Coordinated travel and accommodation logistics.
- Managed candidate application data and provided timely feedback.

#### Six Telecoms Company Limited

##### **Administration Manager (2014 – Oct 2017)**

- Ensured high client retention by managing key client relationships.

#### **Administration Officer (2012 – 2014)**

- Contributed to a 15% sales increase by supporting the sales team.

#### **Brand Fusion Marketing Limited**

#### **Sales Supervisor (2010 – 2014)**

- Exceeded sales targets through effective lead generation and relationship building.
- Improved team performance by 20% through coaching and training.

#### **Tanzania Cigarette Company**

#### **Sales and Marketing (Sep 2011 – Feb 2012)**

- Drove revenue growth through effective sales and marketing strategies.
- Enhanced customer and vendor relationships.
- Contributed to successful product launches and events.
- Generated and maintained high-quality sales leads.

#### **Vodacom Tanzania Limited**

#### **Customer Service Call Agent (Feb 2011 – Sep 2011)**

- Maintained a 1:30 minute average talk time while managing high-volume calls.
- Built strong customer relationships.

#### **Lagema de Iest (Plan Hotels Zanzibar)**

#### **Butler Supervisor (Nov 2009 – Jan 2011)**

- Enhanced customer experience through feedback analysis.
- Provided exceptional service to VIP guests.
- Managed wine and spirit collections and coordinated inter-departmental services.
- Maintained facility systems.

### **PROFESSIONAL SUMMARY**

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Highly motivated and results-oriented professional with over 12 years of experience in **Human Resources, Customer Experience, and Administration**. Proven track record of optimizing performance, fostering collaboration, and exceeding customer expectations. Skilled in vendor management, recruitment, regulatory compliance, and problem-solving.

### **SKILLS**

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- **Human Resources:** Recruitment, Onboarding, Employee Relations, Payroll, Benefits, Performance, Training, Compliance.
  - **Customer Service:** Complaint Resolution, Problem-Solving, Communication, Relationships, Coaching
  - **Administration:** Vendor & Budget Management, Travel & Accommodation Management, Office Management,
  - **Technical Skills:** Microsoft Office, Azure (AZ-900), Cloudflare Sales, Fortinet NSE 1 & 2, CRM, Salesforce, Power BI.
  - **Soft Skills:** Leadership, Multitasking, Communication, Teamwork, Time Management, Attention to Detail, Problem-Solving.

#### Certifications

- Azure Fundamentals (AZ-900) - **Microsoft Certified**
- Accredited Sales Professional & Accredited Sales Engineer Cloudflare
- Network Security Associate NSE 1 & 2 **Fortinet**
- Customer Experience: Creating Customer Personas & Customer Service Foundations
- ATE, Sustaining Middle Income Economy through a Conducive Business Environment and Skills Development in Tanzania

#### Google Badge

- Domain 2: Business Continuity (BC), Disaster Recovery (DR) & Incident Response Concepts
- Domain 1: Security Principles (CC) • Digital transformation with google cloud.
- Innovation with data and google cloud.
- Infrastructure and application modernization with google cloud.
- Understanding Google cloud security and operations

#### REFEREES

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