**GLORIA .S. MHANDO**

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**PERSONAL DETAILS & PERSONAL CAREER PROFILE.**

**Surname**: Mhando

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**Nationality**:Tanzania

**Gender**:Female

**Marital status**: Single

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**PERSONAL PROFILE**

I am a Tanzanian, who is educated as I hold a diploma in International relations and Diplomacy from Center for Foreign Relations. I am a dedicated, talented, organized, straight forward and a systematic individual. I have good interpersonal skills, excellent public speaking skills, I can work very well both independently and in a team. I am very keen, smart and willing to learn, develop and explore new skills. I am also flexible, reliable, I can identify and develop opportunities that are result based and can bring development.

**EXPERIENCE**

* Verbal & writing communication skills: I’ve achieved these skills through writing and presenting in both Swahili and English Languages.
* MS Office proficient.
* Multitasking.
* Report Writing.
* Customer Service/ Receptionist
* Cleaning
* Time management.
* Public Speaking Skills.

**WORK EXPERIENCE.**

**Cleaner and Receptionist at SSI Africa, Jan, 2024**

* General cleanliness of the entire studio environment inside out including cleaning and arrangement of studio lounges, moping and sanitizing the floors and rest rooms as well as doing the general cleaning, collecting litters, emptying trash bins and sweeping of the outside environment.
* Greeting, welcoming and assisting visitors and clients in a warm and professional manner.
* Registered clients and visitors in a visitors logbook and gave them a visitor’s tag during their sessions in the studio.
* Assisted visitors with by safely keeping their bags and packages in the respected area as they continue with studio sessions.
* Assisted clients/visitors book studio lounges for various sessions as well as confirmed clients appointments with other staffs in the office.
* Adhered to other clerical duties as assigned by the supervisor.

**Office attendants and Customer Service at Almers Africa June, 2020**

* Performing different errands such as cleaning, organizing and arranging the office. Buying and supplying of different stationaries and other factory products needed for day to day office use.
* Received orders from customers through mobile phones. It was mostly through mobile phone because the company was also operating online via instagram but with its physical address in Mwananyamala. The company was also working hand in hand with other delivery companies such as PIKI hence ordering a juice product through phone was frequent.
* Creation of juice plan, food menu and price list. This activity involved creating a plan of the kinds of juice that we as a company would display to our customers with its various benefits and prices. The company also had opened a grocery section in which we would sale groceries neatly and also create a food plan to our customers as a way of helping our customers on how they can arrange and use their groceries for a healthy meal and a balanced diet.
* Writing and sending invoice to customers through mobile phone. This activity involved creating of receipts and sending to customers who bought products from our company.

**Assistant front desk and liaison officer Aug, 2019**

**Mwl. J.K.Nyerere Airport for SADC Summit | Ministry of Foreign Affairs | Dar es Salaam.**

* Receiving guests who came for the summit. The activity involved receiving guests in the respective terminals where the plane had landed and the airside sometimes if its urgent, and therefore running back and forth on almost every terminal and positioning for identification of guests who were coming for the summit was the main activity.
* Contacted and booked hotels for guests as a temporary residence as well as arranged transport for the guests. Some guests who came for the summit didn’t have places to reside nor transportation. So it was our duty under the Ministry of Foreign Affairs to assist them in booking hotels for temporary residence and arrange transportation for them.
* Carrying guests luggages. Assisted our guests by carrying their luggages as a form of showing care. Working hand in hand with the airport staff, we were also responsible to help and issue the lost bags and luggages that belonged to our guests.
* Clearing passports and picking up checked in baggage for VIP guests. To the VIP terminal, guests who arrived through the VIP terminal (especially who were diplomats) it was necessary to help them out issue everything concerning their passport and baggages as well as preparing them with something to eat or drink if needed.

**Receptionist & Protocol Officer. Sept, 2019**

**Business Partnership between Tanzania and Uganda | At JNICC, Dar es Salaam.**

* Arranging the conference hall. The activity involved choosing a conference hall suitable for the meeting held and arranging it ready for the meeting.
* Receiving guests. This involved standing in a respective position where guest will be arriving at and immediately at their arrival (because most of them were diplomats) they were taken to the respective conference hall in which the meetings on Business Partnership between Tanzania and Uganda was held.

**Receptionist. Sept, 2018**

**Bunge Fundraising Event | Dar es Salaam.**

* Received guests and allocated guests to their respective seats. This activity involved happily smiling and a warm welcome as we open doors for respective guests to enter the hall where the event was held, but also allocating the respective guest to there respective seats according to the seating plan arrangement in which every receptionist at the event had at hand so as to easily and fast allocate the guests at their respective seats.

**EDUCATION BACKGROUND.**

1. Ordinary Diploma in relations and Diplomacy (2019); Mozambique Tanzania Centre for Relations.