**CURRICULUM VITAE**

 SURNAME : AHMED

OTHER NAMES : TASIM HARUN

MARITAL STATUS : MARRIED

DATE OF BIRTH : 30/05/1990

RELIGION : MUSLIM

NATIONALITY : TANZANIAN

PHONE NUMBER : +255 776 680 790

EMAIL : tasimharunahmed1990@gmail.com

**EDUCATION BACKGROUND**

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| **INSTITUTE** | **COURSE TAKEN** | **PERIOD** | **AWARD** |
| COLLEGE OF | BUSINESS |  2011-2013 | DIPLOMA IN |

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| BUSINESS | ADMINISTRATION |  BUSINESS |

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| EDUCATION |  |  ADMINISTRATION |

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| INTEL TRAINING | AIRFARE AND | 2011 | CERTIFICATE IN AIR |

TICKETING TICKETING

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| PRAWN | SECRETARIAL | 2011 | CERTIFICATE IN |

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| VOCATION | COURSE | SECRETARIAL |

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| GRINELL HIGH | O LEVEL |  2005-2008 | CERTIFICATE IN |

SCHOOL SECONDARY

EDUCATION

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| VALLEY VIEW |  1997-2003 | PRIMARY EDUCATION |

ENGLISH

MEDIUM

SCHOOL

**WORKING EXPERIENCE:**

**GBT** TANZANIA ADVENTURE

* Promote the business as it was a very small company with no agents
* Attended COTTM, ITB Berlin and Gujarat trade fair based in India, Swahili expo based in Dar in 2018 to find new customers
* Managed to get agents via the. Exbhitions
* Designed brochure news letter and email campaigns for local and international
* Partnered with airlines and hotels to grow our business
* Organized trips for local Tanzania to introduce in bond tourism

**CPS** LIVE - NOVEMBER 2014 TO AUGUST 2015 (SECRETARY)

● Entering new contact names, addresses, and emails from information

 request, open house guest books and other sources in our database

● Entering new listings.

**TUPOMOJA –** NOVEMBER 2014 TO AUGUST 2015 (CUSTOMER

SERVICE PERSONELL)

● Editing & administration of database content of various company-

 own databases

● Entering and administering data accurately thus contributing to the

 rapid growth of the digital marketplace

● Customer Support and Sales: Advising customers regarding products

 and processes of the marketplace

**MADEIRA TOURS AND SAFARIS** – JANUARY 2014 TO OCT 2014

(RESERVATION PERSONELL)

● Providing general and specific advice about different travel destinations

● Making arrangements for transport, accommodation, tours, and activities

● Contacting airlines, hotels, and ground transport companies such as coach operators

 to make suitable arrangements

● Advising the customer about travel issues including required documentation and financial

 matters, such as appropriate exchange rates

|  |  |
| --- | --- |
|  ● | Using the computer database to research information about hotel commodation fares |

 accommodation fares and hotel ratings

● Dealing with payments

**RAJINDER MOTORS LTD –** MAY 2009 TO DECEMBER 2010 (SECRETARY)

● Answering telephones, take messages, or transfer calls to appropriate place.

● Arranging , meetings, and travel reservations

● Composed, typed, and distributed meeting notes,

● Greeted visitors and callers, handle their inquiries, and direct them to the appropriate persons

 according to their needs.

● Located and attached appropriate files to incoming correspondence requiring replies.

● Maintained scheduling and event calendars.

* Scheduled and confirmed appointments for clients, customers or supervisors.

**CUSTOMER CARE**

●Responded promptly to customer inquiries

●Handled and resolved customer complaints

●Provided pricing and delivery information

●Recorded details of inquiries, comments and complaints

●Recorded details of actions taken

**CASHIER**

● Received payment by cash or checks

● Issued receipts customers

● Count money in cash drawers at the beginning of shifts to ensure that amounts are correct.

● Greeted customers entering establishments.

● Maintain clean and orderly checkout areas

MOSHI LEATHER INDUSTRY – NOVEMBER 2008 TO APRIL 2009

(SECRETARY)

● Typing of letters and documents

● Dealing with telephone calls and emails from clients

● Creating filling systems whenever necessary

● Scheduled meetings and created agendas whenever necessary.

● Attended meeting and taking minutes - shorthand

● keeping diaries and arranging appointments for clients

● Organised travel for staff.

● used a variety of software packages, such as Microsoft Word,
 Outlook, PowerPoint, Excel, Access, etc.,

SALES PERSON

● Greeted customers when they come in and say thank you when finish shopping.

● Finding out every our the customer's needs recommended, select and help locate the

 right merchandise

● Described product's features like what kind of leather it is made of what.

● Answering customer queries regarding the product

* Making suggestions and encouraging purchase of products
* Maintaining sales records

**REFERENCE:**

Academic Reference

John Dayton
Grinnell High School

+1641-787-7479

Work Reference
Abdallah Rashid
Madeira Tours and Safaris

Manager

Phone: +255 715 415 107

Minesh Parmar

Rajinder Motors Ltd
Assistant Manager

+255 784 452 500

Katrin Dietzold

Cps-live/ Tupomoja
Owner of the company

+255 777 734 913

Personal Reference

Ruben mwasakyen

Owner of the company

+255 624 150 000