

LULU MUSA NGOBOKA

Dar es Salaam, Tanzania | lulungoboka58@gmail.com +255 622512728

CARRER OBJECTIVE

Ambitious and dedicated Business Administration graduate with hands-on experience in customer service, sales, and data handling. Known for excellent communication, problem-solving, and organizational skills. Seeking a customer-facing or administrative role where I can contribute to customer satisfaction and company success.

EDUCATION BACKGROUND AND ACADEMIC REWARDS

October 2021 –August 2024 National Institute of Transport – Dar es Salaam
Bachelor’s Degree in Business Administration.

July2019 – July2021 Longido Secondary School – Arusha
A-Level (CBG: Chemistry, Biology, Geography).

January 2015 – November 2018 Edmund Rice Sinon Secondary School – Arusha
CSEE – Ordinary Level .

WORK EXPERIENCE

July – September 2023 TANESCO – Magomeni, Dar es Salaam
Position : Customer Care Intern

Achievements /tasks

- Provided clear and helpful information on services like NIKONEKTI and NIHUDUMIE.
- Resolved customer inquiries and complaints efficiently.
- Collaborated with technicians for fast issue resolution.
- Used professional communication to improve client relations.

July – September 2022 DAWASA – Morocco, Dar es Salaam
Position:Customer Care Intern

Achievements / task

- Entered data for new meter installations accurately.
- Coordinated with technicians to resolve field issues.
- Issued and explained customer bills to improve transparency.
- Delivered multi-channel support via phone, email and chats.

KEY SKILLS

- Excellent Customer Service
- Verbal & Written Communication (Swahili & English)
- Microsoft Word, Excel & PowerPoint
- Data Entry & Billing
- Self-motivated & Reliable

- Conflict Resolution
- Team Collaboration

ADDITIONAL ACHIEVEMENT

Research Project: “The Contribution of SMEs to VAT Collection in Tanzania”

REFEREES

Filbert Thobias Tengia – Computer Analyst, MSD
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Mariam Simon Daniel – Sales Executive, Bayport
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