CURRICULUM VITAE

# PERSONAL INFORMATION

Full Name: Sayuni Phillip

Date of Birth: 01/12/2003

Phone Number: 0688980899

Email Address: phillipsayuni6@gmail.com

Address: Kigamboni, Dar es Salaam

Nationality: Tanzanian

Marital Status: Single

Languages: Swahili and English

Age: 21

# PROFESSIONAL PROFILE

Dedicated and customer-focused professional with proven experience in front desk operations and client service. Known for excellent communication skills, a positive attitude, and the ability to build strong customer relationships. Seeking to leverage my interpersonal and problem-solving abilities in a Customer Service role within a dynamic organization.

# KEY SKILLS

- Customer engagement & support  
- Excellent verbal and written communication  
- Conflict resolution and complaint handling  
- Telephone and email etiquette  
- Time management and multitasking  
- Computer proficiency (MS Office, internet tools)  
- Teamwork and adaptability  
- Fluent in Swahili and English

# EDUCATION BACKGROUND

Diploma in Pharmacy

St. Joseph University in Tanzania – Graduated: 2023

Certificate in Computer Applications

University Computing Centre (UCC) – UDSM

# WORK EXPERIENCE

**Front Desk Assistant / Secretary**

Afriworld Trade Ltd (2022 – 2023)

- Welcomed and assisted customers with inquiries and services  
- Answered calls and directed them appropriately  
- Handled appointment scheduling and document preparation  
- Ensured customer satisfaction at the reception level

**Administrative Assistant**

Wino Works Limited (2023 – Present)

- Provided customer service support to walk-in and phone clients  
- Maintained proper records of customer interactions  
- Assisted in managing bookings and follow-ups  
- Promoted a positive company image to all clients

# REFERENCES

Available upon request