

CURRICULUM VITAE

Joyce Elizeus Kahigwa

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SUMMARY STATEMENT

Enthusiastic lady eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of human rights and work ethics, fully computer literate (MS office, internet and PC user skills). Motivated to learn, grow and excel in my field.

SKILLS

Strategic Thinking | Team development | Strong Oral and Written Communication Skills | Team Player | Microsoft Office Suite Applications (MS Word, Excel, PowerPoint) | Excellent Communication Presentation Skills | Fluent in English and Kiswahili | Basic Knowledge of French Language | Conflict Resolution | Active Listening | Multitasking | Organization Skills | Time management | Teamwork | Social Skills | Customer Relationship Management | Problem Solving | Flexibility | Creativity | Detail Oriented |

EMPLOYMENT HISTORY

2024 (April - To date): Administrative Assistant
 Kings Builders Limited

Responsibilities

- Provide administrative support to ensure efficient office operations
- Maintain physical and digital filing
- Respond to corporate inquiries including telephone calls, and emails on behalf of the company
- Ensure proper use of office supplies like office printers, papers, computers, electricity, water
- Preparing and submitting daily, weekly, monthly, quarterly and annual reports for the company
- Perform other duties as shall be assigned by the management

2022 -2024(December – April): Customer Service and Relationship manager
 Ebrahim Haji Charitable Health Centre

Responsibilities

- Listen to patients' issues and questions
- Maintain a positive attitude and calmly respond to patient's complaints
- Refer issues and questions to the manager where necessary
- Delivering information about the hospital to the patients and other guests

EDUCATION BACKGROUND

Makerere University

August 2016 - June 2019: Bachelor of Arts in Ethics and Human Rights

Alliance Française Dar es salaam

July 2023 - September 2023: Certificate in French Language level A1.1

Benignis Vocational Training Center

February 2021 - June 2021: Certificate in Basic Computer

PERSONAL CAPABILITIES

Resourceful well organized

Honest, Ethical and with integrity

Maintain a calm head under pressure

Demonstrated crisis management skills

Ability to multitask, use strategic skills for achieving desired objectives

REFEREES

Michael Mn'ganya

Operations manager, WASSHA INC

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Daniel Chombo

Zonal sales manager, Airtel

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Samuel Beda

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DECLARATION

I the undersigned declare to the best of my knowledge, the information provided is accurate and completely defines me and my qualifications.

Joyce Elizeus Kahigwa