

PERSONAL INFORMATION

CAUTHAR A. HASSAN

DATE OF BIRTH: 18/02/2000
GENDER: Female
MARITAL STATUS: Single
LANGUAGE: English and Swahili
NATIONALITY: Tanzanian
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PROFESSIONAL PROFILE

Cauthar Athuman Hassan is a Marketer and Public relation officer by Profession, looking forward to a challenging job position in respect to my profession so as I can fully apply the knowledge, skills and creativity that I have to ensure that the overall goal of the organization is reached. I am thirsty and willing to learn, flexible when it comes to adapting to the new environment Also I am ready to grab opportunities and facing new challenges for the betterment of the organization.

EDUCATIONAL BACKGROUND

2020-2023: Bachelor of Marketing and Public Relation Tanzania Institute Accountancy (TIA)

2018-2020: Advanced Certificate of Secondary Education Tambaza High School.

2014-2017: Ordinary Certificate of Secondary Education Kigogo Secondary

PROFESSIONAL EXPERIENCE

April 2023 to Date: Credit Lab

Position: Debit collector

Major Roles and Responsibilities

- Receiving all the Incoming Calls and Responding to Customers' reviews
- Handling Customers' Complaints
- Answering Customers' Questions concerning Company's Products/ Services
- Resolving Issues and Troubleshooting Technical Problems
- Collecting and Analyzing Customers' Feedback
- Building positive relationships with customers and business associates

January 2022 to December 2022: FQ Hotel.

Position: Market and public relation

Major Roles and Responsibilities

- Promotion activities
- Presenting company at events
- Devising and presenting idea and strategies
- Designing proposal for company's events

CUSTOMER EXPERIENCE SKILLS

- Decision making skills
- Leadership skills
- Microsoft Office skills
- Excellent Communication skills
- Customer service skills

STRENGTHS AND ABILITIES

- Ability to work and accomplish works before and meeting deadlines
- A target-driven mindset and a flexible approach to work
- An ethical and professional approach to work
- Ability to analyze and solve problems.

INTERESTS

- Different cultural and traditional exploration
- Follow up current and Local News
- Study tours and travelling

REFEREES

- 1 . Juma Salum Mikongo
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2. Alex Emanuel Maiko
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