

CURRICULUM VITAE (CV)

CLEOPARITA AQUILINO MBWASI

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A:PERSONAL INFORMATION

First Name : Cleoparita
Second Name : Aquilino
Surname : Mbwasia
Sex : female
Date of Birth : 12, April, 2002
Marital Status : Single
Nationality : Tanzanian
Language : English and Swahili

B: SUMMARY

Summary statement

I am a graduate at institute of finance and management Bef. in Economics and Finance . My aim is to work in a situation that challenge my thinking capacity and expand my experience. However, I am willing to give my total support to the organization that I am in, with the experience and capabilities that I have, in order to achieve the long term and short term organization's targets and create profit.

C: EDUCATION BACKGROUND

2022 - 2025	BACHELOR DEGREE IN ECONOMICS AND FINANCE Institute of finance and management (IFM)
2020 -2022	ADVANCED CERTIFICATE OF SECONDARY SCHOOL St. Peter claver secondary school
2016 - 2019	A CERTIFICATE OF SECONDARY EDUCATION (CSE) Kifungilo girls secondary school
2008 -2015	CERTIFICATE OF PRIMARY SCHOOL St. Anna's pre and primary schools

D: EXPERIENCE AND TRAINING

NATIONAL SOCIAL SECURITY FUND (NSSF)

JULY 2023 - OCTOBER 2023

Position: customer service representative

ACHIVEMENT:

- Assisted about 40 client in understanding insurance policies, claims . processes and benefit which lead to ensure customers satisfaction
- Managed to conducted follow up on client for more than 80% and their need were met successfully.
- I managed to identify More than 75% of clients and introduce to NSSF Insurance services, this was achieved through collaboration with sales team

Duties and responsibilities

- Assisted clients in understanding insurance policies, claims processes, and benefits, enhancing customer satisfaction.
- Processed customer inquiries and complaints, resolving issues promptly to maintain positive client relationships.
- Conducted follow-ups with clients to ensure their needs were met and provided additional support as necessary.
- Collaborated with the sales team to identify potential clients and promote NSSF's insurance products and services.
- Maintained accurate records of client interactions and transactions in the customer management system.

CRDB BANK PLC , BUNJU BRANCH DAR ES SALAAM

JULY 2024 - SEPTEMBER 2024

Position: customer services

ACHIEVEMENT:

- Opened 50 accounts for personal and company account by providing instructions and necessary documentation to be filled with client.

- Helped about 59% of customer with inquires like bio update, activating dormant account for 99% and addressing oral inquiries to customers about the bank products.

Duties and responsibilities

- Account opening for the branch
- Monitoring documentation for loan application by using loans document monitoring tools (DMT) software , and valid business license , valid TIN certificate and. CRDB insurance cover notes,
- performed simple tasks to help regular customers inquiries like bio updates, activating dormant account, addressing oral inquiries to customers about the bank products .
- Uploading customer forms to concerned department by computer

E: PERSONAL SKILLS

- Ability to work in a teamwork
- Good knowledge in Typing
- Ability to work independent and part of a teamwork without supervision
- Self-motivated and eager to gain knowledge and skills
- Excellent in time management
- Hardworking, honest, creative and cooperate with others
- Ability to learn from mistake and problem-solving skill
- Good communication and interpersonal skill

F: COMPUTER SKILLS

- strong Microsoft skills (word, Excel and power point)
- Internet and Email
- Sequence data handling (FASTA/FASTQ), multiple sequence alignment

G:KEY TECHINICAL SKILLS

- Statistical analysis (descriptive and inferential statistics)

- Econometrics (e.g., regression analysis, hypothesis testing)
- Mathematical modeling (optimization, differential equations in economics)
- Times series analysis (especially for financial data)

H: REFEREERS

CATHERINE JORDAN MAPUNDA

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INSTITUTE OF FINANCE AND MANAGEMENT

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I: DECLARATION

I CLEOPARITA AQUILINO MBWASI hereby declare that to the best of my belief, knowledge and understanding the information described my qualification and experience provided are complete and correct, hence responsible for any false information that may seem to appear.