

ALEX MICHAEL PAUL

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PROFESSIONAL SUMMARY

Operations and customer service professional with 7+ years of experience in **branch operations, customer service, sales, stock control, and team supervision** in the telecom and financial sector. Recognized for delivering high-quality service, leading teams to peak performance, and building strong client relationships. Awarded *Best Customer Service Agent* for five consecutive years at Tigo/YAS. Skilled in **leadership, project management, and operational efficiency** with a proven track record of driving growth and customer satisfaction.

CORE SKILLS

- Operations & Branch Management
 - Customer Service & Client Relations
 - Sales (B2B & B2C)
 - Stock Control & Inventory Management
 - Team Leadership & Training
 - Project Management
 - Digital Marketing & Content Marketing
 - Microsoft Excel & Data Management
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WORK EXPERIENCE

Operations Manager

GAF International Group Ltd – Dar es Salaam | January 2025 – August 2025

- Oversee day-to-day operations, team performance, and client engagement.
- Drive operational efficiency and ensure compliance with company policies.

Supervisor & Stock Controller

Tigo/YAS Tanzania Plc – Dar es Salaam | 2019 – 2024

- Supervised customer service teams to achieve service excellence.
- Monitored and maintained accurate stock levels, orders, and deliveries.
- Coordinated with suppliers and managed inventory to avoid shortages.
- Recognized with *Best Customer Service* award for 5 consecutive years.

Customer Service & Supervisor

Tigo/YAS Tanzania Plc – Dar es Salaam | 2018 – 2019

- Responded promptly to high-volume customer inquiries and complaints.
- Processed orders, SIM swaps, and account requests efficiently.
- Trained employees and supervised backend receivers for smooth operations.

Sales & Customer Support

Tigo/YAS Company Ltd – Dar es Salaam | 2017 - 2018

- Sold SIM cards, vouchers, and mobile packages.
- Assisted customers with SIM swaps, upgrades (4G to 5G), and activations.
- Closed major B2B deals with clients including DUCE, Sigma Hair Industry, and MSD.

Data Entry Clerk

Stanbic Bank – Dar es Salaam | 2016 - 2017

- Entered and verified customer data with accuracy.
- Supported daily banking operations and record management.

EDUCATION

Bachelor's Degree in Marketing Management & Sales

College of Business Education (CBE), Dar es Salaam | 2011 – 2013

CERTIFICATIONS

- Content Marketing Basics – 2022
- Digital Marketing – 2023
- Microsoft Excel for Beginners – 2023

AWARDS

- *Best Customer Service Agent, Tigo/YAS (2019–2024)*

LANGUAGES

- English – Fluent
- Swahili – Fluent

REFERENCE

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