

CURRICULUM VITAE

MY PROFILE AND OBJECTIVE

I am seeking every opportunity to offer my best service, learn more skills and develop my career as well as life skills in general. I aim to become a better and efficient person when it comes to carrying out important tasks and working with other people in collaboration. I am a dedicated person, Hard worker, time sensitivity and pursuing employment opportunities where my best skills and good attitude will make an impact.

PERSONAL PARTICULARS

Surname: Abdallah
First name: Hamisi
Middle name: Jabiri
Date of birth: 04/08/1999
Nationality: Tanzanian.
Sex: Male
Marital status: Single.
Postal address: P.O. Box 9193, Dar salaam
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STRENGTH AND CAPABILITIES

- Learning to adapt quickly to new working environments and concepts.
- Self-management.
- Working under minimum supervision with high integrity.
- Good verbal and written communication ability (English and Swahili)
- Team spirit and positive working relationship.
- Ability to perform multiple tasks under pressure and meet deadlines.

EDUCATION BACKGROUND

PERIOD.	INSTITUTE.	QUALIFICATION.	AWARDS
2019 -2022	MWALIMU NYERERE MEMORIAL ACADEMY	Bachelor's degree in economics of development	Certificate of bachelor's degree in economics of development
2017 –2019	KIKARO SECONDARY SCHOOL	Advance Level Secondary Education	Advance Level Certificate of Secondary Education Examination (ACEE)
2013--2016	MAGINDU SECONDARY SCHOOL.	Ordinary Level Secondary Education.	Ordinary Level Certificate of Secondary Education Examination (CSEE).
2006-2012	NGWALE PRIMARY SCHOOL	Primary Education	Certificate of Primary Education Level

TRAINING ATTENDED

S/N	NAME OF TRAINING	YEAR	PLACE	AWARDS
1.	Ethics, leadership, and governance	2022	Mwalimu Nyerere Memorial Academy.	Certificate of ethics leadership and governance
2.	Primary military training.	2019	843KJ, Nachingwea JKT, Lindi- Tanzania.	National service certificate
3.	Safety and security awareness	2023	Julius Nyerere International Airport under National aviation services (NAS)	-
4.	Sales and ticketing	2023	Julius Nyerere International Airport under KLM and AIRFRANCE office.	-
5.	Customer care/Customer services	2023	Julius Nyerere International Airport under Tanzania airport Authority	-
6.	HAQIBA (baggage service for Qatar airline)	2024	Qatar Baggage service office	HAQIBA certificate

WORKING EXPERIENCE

June 2023-Up to date: Working at Julius Nyerere International Airport under National Aviation Service company as Customer services agent. Performing the following Duties and Tasks.

- Greets and Provide assistance to customers on arrival and departure by provide direction to check in counters, immigration counters and boarding gates, ensuring high quality and professional Customer service is always maintained.
- Follows all relevant customer service and airlines specific policies, processes, standard operating procedures and instructions so that work is carried out in line with regulations.
- Assists passengers using the check-in systems ensuring full compliance with regulatory, including checking passengers' tickets and passports, allocating seats, weighing luggage, adding excess charges and asking passengers security questions.
- Verifies border control requirements for immigration and ensures passengers have the required documents and updates passengers' document details in the system with the information.

- Uses the World Tracer system and HAQIBA to report the delayed, Pilfered or damaged baggage and keeping follow up all lost and found cases by responding to incoming and outgoing mail, calls and SMS concerned with baggage information and keeping updated customers about their luggage's by ensuring the highest standards of customer service.
- Guides, and solve issue raise by passengers and answers their queries regarding departure times, Changes to flights, upgrades, gate information to enhance the passenger travel experience, ensures that unresolved issues are communicated to the Team Leader on shift.
- Assists in announcing flight related updates boarding time and gate numbers, to ensure passengers are informed and on-time departure.
- Preparation of daily, weekly, and monthly report about flight and baggage information and presenting it to supervisor as well as respective airlines.

August 2022-May 2023: Working at Kamal groups Company Limited as Operation supervisor,

Duties And tasks undertaken as follows

- Supervise day-to-day operating processes, lead a team of operational staff to ensure effective and efficient operations, aiming to boost performance and facilitate company growth.
- Develop and implement operational policies and procedures that comply with company standards and objectives.
- Oversee resource allocation, inventory, and workflow management, I identify and escalate major issues to senior management.
- Assisting in preparation for the budget to ensure spending remains within budget to help the company remove unnecessary costs.
- To receive complaints and resolve problem of the workers within an organization.
- Communicate with clients and stakeholders to ensure operational excellence and customer satisfaction.
- Train and develop staff to improve their performance and ensure adherence to company policies and procedures.

July -October 2020/2021: Attended Practical Training as Economic and Planning officer at Temeke Municipal council, Performed the following Duties

- To prepare financial statement for the year, known as LAAC (local authority accounting committee).
- To prepare implementation report for the development project for the year.
- Preparation of budget of different projects such as HIV/AIDS budget and construction budget.
- To analyses action plan and series of expenditures and presenting to the high level.
- Monitoring and evaluation of development project sponsored by charitable example project under DMDP (Dar es Salaam metropolitan development project).
- To evaluate and throughout the development project, to determine the quality and value of money.
- To coordinate accomplishment of short term and long-term plan

SKILLS

- Analytical skills
- Computer skills.
- Positive leadership skills.
- Interpersonal and communication skills.
- Decision making skills.
- Customer services skills.
- Problem solving skills.
- Multitasking skills.

LANGUAGE PROFICIENCY

Language	Writing	Reading	Speaking	Listening
English	Very good	Very good	Very good	Very good
Swahili	Excellent	Excellent	Excellent.	Excellent

HOBBIES

- Learning New experiences.
- Reading.
- Sports and games.
- Community engagement.

REFEREES

Names	Title	Office	Contact
NASSORO SHAMTE	Customer service Team Leader.	National aviation service. Dar es salaam.	0672250747 nassoroshamte11@gmail.com
HAMIS M. MWANGA	Finance officer	Sunna health center. Dar es salaam.	0713942725 mwangahamis38@gmail.com
REMEMBER S. ILOMO	Accountant	Deer Sija Company limited. Mwanza.	0623639507 ilomoremember@gmail.com

DECLARATION

I Hamisi Jabiri Abdallah, declare that the information contained in my curriculum vitae is correct to the best of my knowledge