**ANISHA **

**ANISHA.344010@2freemail.com**

**PROFESSIONAL PROFILE: CUSTOMER SERVICE OPERATIONS**

A one year customer service officer at **NMB National Bank in Tanzania**. **(2013-2014)**

Two years experience **GUEST RELATIONSHIP OFFICER** in **SNOW CREST HOTEL (TWO STAR HOTEL), ARUSHA TANZANIA. (2014-2016)**

**KEY PROFESSIONAL SKILLS:**

* **Attending to customer service needs with great integrity and ensuring sufficient assistance.**
* **Excellent communication skills Both written and spoken ( Fluent in English written and spoken), French intermediate level only basics**
* **Manual dexterity required to save guests.**
* **Strong organizational skills**
* **Multitasking at the highest ability and with minimal supervision.**
* **Computer skills management.**
* **Presentable appearance and a humble experience.**

**VISION AND MISSION:**

**Customer service skills in assuring the best hospitality given to customers with great humbleness and with great integrity regardless the circumstances .The role of a customer service officer is to create a framework of ability to handle any kind of a customer and ensure the best and proper treatment is realized by the customer.**

**EDUCATIONAL EXPERIENCE:**

**2010-2013 KAMPALA INTERNATIONAL UNIVERSITY**

 **“Bachelors Degree in International studies”**

**2008-2010 ASHIRA GIRLS & NANGWA HIGH SCHOOL**

 **“Ordinary certificate and advanced high school certificate”**

**REFEREES:**

**AVAILABLE UPON REQUEST.**