|  |
| --- |
| **CURRICULUM VITAE** Nasser |

|  |
| --- |
| **1. PERSONAL PARTICULARS** |

**Names:** Nasser

**Date of birth:** 23rd July 1987

**Nationality:**  Tanzanian

**Gender:** Male

**Marital Status:** Single

**Current Position:** Operations Coordinator

**Organization:** Maxiload Express Logistics LLC

Naseer.344292@2freemail.com

|  |
| --- |
| **2. EDUCATION BACKGROUND** |

|  |  |  |
| --- | --- | --- |
| **PERIOD** | **INSTITUTION** | **EDUCATION LEVEL** |
| Aug2007- Sept2010 | University of Dar-es-salaam (Faculty of Social Sciences) | * Bachelor of Arts InGeography and Environmental Studies.
 |
| Sept2005- June2007 | Majengo Secondary School – Moshi Kilimanjaro | * Advanced Certificate of Secondary Education (ACSE)
 |
| Jan2000- Nov2004 | Mawenzi Secondary School – Moshi Kilimanjaro | * Certificate of Secondary Education (CSE)
 |

The Bachelor of Arts in Geography and Environmental Studies includes courses such as Project Planning, Programme Planning and Management, Research, Urban Planning and Management, Tourism Management, Agriculture, Development Planning, Climatology, Environmental Planning and Conservation, and others which can be seen on my result transcript.

|  |
| --- |
| **3. OTHER COURSES ATTENDED** |

|  |  |  |
| --- | --- | --- |
| **PERIOD** | **INSTITUTION** | **COURSE** |
| Dec. 08 - 192014 | Centre for Informal Sector Promotion (CISP) - Mtwara | Training on project Planning and Management. |
| May. 13 – 17 2013 | Customer Service training by Joyce Nyabongo | Risk Management and Customer Service Training. |
| Aug. 06 - 292012 | VODACOM (T) Ltd, Dar es Salaam | Customer service, Product Sales and Data Management. |

|  |
| --- |
| **4. EMPLOYMENT RECORD** |

|  |  |
| --- | --- |
| **ORGANISATION/POSITION** | **DUTIES PERFORMED** |
| **July 8th2016 to present date.****Operations Coordinator**Maxiload Express Logistics LLC. | * Establish communication and agreements with shipping companies about cargo handling, loading and transportation from Dubai to East Africa.
* Make reservations for customers coming to Dubai for business purposes.
* Inspect and thoroughly confirm the validity of their travel documents including, passport and VISA.
* Keep customers informed on their travelling details such as dates and time of travel, place of arrival and organize transportation from the airport to their destination.
* Confront customers politely and professionally encouraging them to use our logistic services.
* Communicate with customers on Maxiload Load’s rates and services.
* Monitoring and ensure safe shipment of customers cargo.
* Maintaining customer and company records on shipping activities.
* Keep records, on all the shipments, payment vouchers, invoices, and other documents within the company.
* Monitoring company’s reimbursement forms.
* Preparing asset, liability and capital entries by compiling and analyzing company’s account information.
* Securing financial information by ensuring availability of financial information data backups.
* Administering payrolls.
* Monitoring company’s income and expenditures
* Updating company’s internet accounts on services and events.
* Arrange for the provision of customer’s visa, booking for their accommodation and transportation from airport to their desired destinations.
 |
| **December 2014 to July 2016****Projects Manager** Center for Informal Sector Promotion (**CISP**) | * Collection and Management of data on the targeted Informal areas of which to be improved
* Preparation of proposal to social organizations such as ILO and UN for the improvement of the Informal sectors in Tanzania.
* Seminar training to the informal sector people on how to improve their work and how to train others.
* Assist the informal sector personnel on the implementations of the project’s plans.
* Conduct evaluation on how effective the outcomes of the projects are.
* Community training on the importance and financial profits that can be obtained from the environment.
* Coordinate with Municipals on the implementation of the projects goals, and their assistance in conducting seminars and training to the local people.
* Training on how to plant Mitiki trees maintaining them and how to find its market.
* Report preparation and submission on monitoring and evaluations of the projects.
* Monitoring company’s income and expenditures on the Project at hand.
 |
| **February 2013 to November 2014****Credit Manager** Center for Informal Sector Promotion (**CISP**) | * Keep records on loans provided, due payments, customer’s assets and statements on how to repay loans.
* Handling of cash deposits, cash withdrawals, transfer of funds and handling of cash boxes.
* Inward and external cheques collected locally
* Reconciliation of CISP Accounts
* Follow up on TISS and SWIFT transactions.
* Advising customers on which accounts suits their different needs and earning capacity.
* Assist in organizing events such as community visits, exhibitions and functions.
* Transaction amendments such as name and destination amendments.
* Handling loan services such as evaluating ability to repay loans, suggesting interest rates and conduct follow up on loan payments.
 |
| **August 2011 to December 2012****Call Center Agent/ Trade Personnel Help Desk (TPHD)** VODACOM TANZANIA LTD | * Answer calls from customers and help in solving their problems in a polite and professional manner and as quickly as possible.
* Explain Vodacom services to customers and advise them on which products suits them the best
* Introduce Vodacom services to maximize sales by bringing in new customers and sustaining the existing ones.
* Attain targets on customer satisfaction and number of customers assisted.
* Swap of telephone chips.
* Authorization and reversal of M-pesa transactions
* Contribute in idea generating on how to improve customer services.
* Enabling the use of Vodacom services to customers through Vodacom system, services such as ringtones,

M-pesa keys, Talk time voucher authorization. |

|  |
| --- |
| **5. ORGANIZATIONAL SKILLS AND COMPETENCIES** |

* Goal-oriented.
* Analytical thinking and interpretation
* Flexibility and working strategically
* Accountability approach
* Intercultural and professional competence
* Relationship building for influence
* Team working
* Excellent oral and written communication skills

|  |
| --- |
| **6.BEHAVIORAL COMPETENCIES** |

* Ability to work efficiently and effectively under minimum supervision
* Ability to work both independently and as a team
* Ability to volunteer and confident
* Quick learner and adaptive.

|  |
| --- |
| **7. ACHIEVEMENTS AND AWARDS** |

* **2012 EMPLOYEE OF THE YEAR AT VODACOM T LTD**

 **AWARDED A SHOPPING VOUCHER WORTH TSH 100,000/= .**

* **2013 EMPLOYEE OF THE YEAR AT CENTRE FOR INFORMAL SECTOR**

 **PROMOTION (CISP)AWARDED WITH A CERTIFICATE OF BEST PERFORMER.**

|  |
| --- |
| **8. TECHNICAL SKILLS AND COMPETENCIES** |

* Financial analysis skills.
* Physical and Electrical cash handling skills.
* Research skills.
* Customer service skills.
* A good organizer and leader
* Skills in Microsoft office applications, Email/internet.
* Fluent in English and Swahili.

|  |
| --- |
| **9: INTERESTS AND HOBBIES** |

* Music Production, playing the keyboard and guitar.
* Watching and playing basketball and soccer.
* Watching news/reading via internet.
* Travelling to different places.
* Interested in outer space information.

|  |
| --- |
| **10. PROFESSIONAL MEMBERSHIP** |

* CISP Consultants Group - Member
* South West Productions - Member

***I certify that the information given above is correct and accurate according to the best of my knowledge***