CURRICULUM VITAE

PERSONAL INFORMATION.

Full Name : Alnoda

Place of birth :Mbalizi, Mbeya

Date of birth : 10/ 05/ 1986.

Sex : Female

Nationality : Tanzanian.

Marital status : Single

C/o-Mobile No +971505891826

E-mail *:* *alnoda.345078@2freemail.com*

Language : Kiswahili and English both spoken and written

PROFILE

I am flexible, ability to work in team and independent, good interpersonal skills, quick to cope with new environment, ability to work under pressure and at minimum supervision and meet deadline

WORKING EXPERIENCE

April 2015 - October 2016 : WING LINK TRAVEL LTD

Department: Sales, Customer Care, and flight reservation

Responsibilities

: Help and resolve customer problem via phone or email by clarifying the customer's. complaint and determining the cause of the problem.

: Payment and cash maintaining for office.

: Dealing with sales duties in the office.

: Dealing with customer records and detail.

: Making reservations, issuing and re-issuing e-ticketing.

: Ensuring superior customer services at Precision Air‘s front office desk.

: Providing accurate fare quotes to passengers.

: I arrange for special services for children, expectant mothers or people with disabilities.

: I often help fliers check bags and provide gate information and boarding instructions to the customers.

: Assist with placement of orders, refunds, or exchanges.

: Perform all front office duties.

: All other office duties as assigned.

WORKING EXPERIENCE

June 2013 - June 2014 : GAZELLE SAFARIS LTD-MBEYA

 Department: Sales, Customer Care and Flight

Reservation

Responsibilities

: Making reservations, issuing and re-issuing e-ticketing.

: Ensuring superior customer services at Precision Air‘s front office desk.

: Providing accurate fare quotes to passengers.

: Help and resolve customer problem via phone or email by clarifying the customer's. complaint and determining the cause of the problem.

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: Dealing with sales duties in the office.

: Perform all front office duties.

: All other office duties as assigned.

EDUCATION PROFILES

February 2010 - December 2012 : Attending a Degree in Business Administration with Human Resource Management at Cavendish University Uganda.

October 2007- November 2009 : Attending a Diploma in law at Azania College of

Management- Dar es Salaam

January 2007 - October 2007 : Attending a certificate in law at Azania College of Management- Dar es Salaam

January 2002 - October 2005 : Attending a certificate in secondary school education at Samaritan girl’s sec school Mbeya.

COMPUTER SKILLS

March 2013 - April 2013

COLLEGE CITY MARITIME TRAINING COLLEGE

 COURSE ATTENDED

 : Introduction to computers

: Micro soft Word

: Micro soft Excel

: Internet and emails