**Curriculum Vitae**

**Namvita Robert Mnzava**

**P.O.BOX 126708**

**Dar es Salaam, TANZANIA**

**Mobile: (+255) 787038770**

**E-mail: nancymnzava255@gmail.com**

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| *DOB* | *17th Aug 1994* | *SEX* | *Female* | *LANGUAGES* | *Fluent in ENGLISH & SWAHILI* |

**EXPERIENCE &KNOWLEDGE IN:**

- Communication skills - Administrative functions

- Supervising - Customer service front desk

- Leadership - Political activities.

**PERSONAL STATEMENT**

I’m a competent, hard worker, willing to work in any environment under minimum supervision, able to learn quickly and adapt to new working environments, self-motivated, and able to meet deadlines with high-quality work.

Highly competitive, disciplined, and goal-oriented professional. Possesses a motivational management style with a record of building an efficient team.

My career objectives are to develop my professional skills, enhance team building, and communication, learn how to cope with adversity, turn difficult situations into rewarding experiences, and help the organization to attract more customers and retain the present through offering high-quality services to both my employer and customers.

**WORKING EXPERIENCE:**

**June 4, 2023- present, Administrative Assistant at Deramann Consumer Goods Ltd**

**Key responsibilities.**

* Manage and organize the employer’s calendar, appointments, and schedule.
* Handle expense tracking and reimbursement requests.
* Track personal expenses
* Assist with bill payments and financial organization.
* Book flights, hotels, transportation and other travel-related services.
* Keep employers informed about important updates and developments.
* Handle sensitive information with the utmost discretion and maintain confidentiality.
* Accompany the employer on business trips or personal travel.

**January 24, 2023 – February 2023, Sales Lead Manager at Abc Properties Ltd**

**Key Responsibilities**

* Attending customer’s complains
* Supervising sales workers performing their work.
* Following up on customer promises.
* Writing reports concerning customer promises.

**October 1– November 14, 2020 Long Term Observer (LTO) at REDET**

**Key Responsibilities**

* Observing campaign rallies.
* Filling daily reports through ODK.
* Training and Supervising Short-Term Observers (STOs) to perform their duties.
* Observing Election Day.
* Meeting with political party leaders.
* Writing final report concerning the whole process of election.

**November 2016– Aug 2017: Temporary Administrative Officer at the National Health Insurance Fund (NHIF).**

**Key responsibilities.**

* Assisting with correspondence with employees and employers on matters concerning registration, enrollment, and membership.
* Assist with updating maintenance of membership data.
* Following up on invalid members.
* Preparations of periodic reports on registration and membership
* Facilitating response to member’s inquiries on matters related to their membership.
* Supervising field students to perform their membership tasks.

**July 2015 – October 2015: Membership Field Student at National Health Insurance Fund (NHIF).**

**Key Responsibilities**

Customer service front desk.

* Facilitating response to member’s inquiries on matters related to their membership.
* Directing visitors by maintaining employee and department directories.
* To make sure all documents needed at the reception desk are available.
* Report telephone problems and follow-up rectification.
* Receiving mail delivery.

Archive documentation;

* Recording files.
* Files documentation.

**EDUCATION**

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| 2013-2016: UNIVERSITY OF DAR ES SALAAM.  AWARD: Political Science and Public Administration (Bachelor)  2011-2013: ST. MATTHEW’S HIGH SCHOOL, PWANI.  AWARD: Advanced Certificate of Secondary Education (ACSEE)    2007-2010: ST. MATTHEW’S SECONDARY SCHOOL, PWANI.  AWARD: Certificate of Secondary Education (CSEE) |

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| **COMPUTER SKILLS** | **PERSONAL SKILLS** |
| Microsoft Office Applications   * Word * Excel * Powerpoint * Access   E-mail & Internet | * Teamwork. * Good Communicator. * Ability to work under pressure. * Good analytical and problem-solving skills. * Commitment to Continuous learning. * Confidentiality * Committed to result |

**TRAINING ATTENDED.**

November – December 2010 Language course and seminars

Location: British Council.

Certificate awarded

June – September 2013 Computer Course

Location: The Kilimanjaro Institute of Technology.

Certificate awarded

January 2016 – June 2019 Member of Youth Volunteers Tanzania (YVT)

Position: assistant chair person and projects organizer.

**REFEREES**

RICHARD MBUNDA, ABC PROPERTIES LTD,

Assistant Lecturer, HEAD QUARTER, Makumbusho.

Department of Political Science, Head of Internal Services,

University of Dar Es Salaam, P.O.Box 2077, Dar es salaam, Tz.

P.O Box 35042, Dar Es Salaam, Tanzania. Email: lizybethmshana@gmail.com

Email: mbundarich@gmail.com Phone: +255745732693

Phone: +255714848685

NHIF,

HEAD QUARTER, Kurasini.

Field and temporary supervisor,

P.O Box 11360, Dar es Salaam, Tanzania.

Email: [info@nhif.or.tz](mailto:info@nhif.or.tz)

Phone: +255713905554