

NELSON DICKSON SANGA

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PROFESSIONAL SUMMARY

I have ability of working independently as well as in a team with others, responsible, honest, cooperative, hardworking and able to work under pressure with good communication skills, leadership skills and time management.

WORK EXPERIENCE

Customer Care Service

2023-07 - 2024-05

Sunking Company, Dar es Salaam

- Responded to customer inquiries via phone, email, and face-to-face interactions in a timely and professional manner
- Handled customer complaints, identified issues, and provided effective solutions to ensure satisfaction
- Processed orders, payments, returns, and service requests accurately
- Maintained up-to-date knowledge of company products, services, and policies
- Improved customer satisfaction ratings by (e.g., 20%) through effective communication and problem resolution
- Resolved (e.g., 95%) of customer complaints on first contact.

Customer Care Service

2025-06 - 2025-12

Vodacom (ISON), Dar es Salaam

- Recorded customer interactions and updated information in the system/database
- Escalated complex issues to the appropriate departments when necessary
- Followed up with customers to ensure issues were fully resolved
- Collaborated with team members to improve service delivery and customer experience.
- Contributed to increased customer retention by building strong client relationships
- Trained and supported new staff in customer service procedures and systems
- Implemented feedback suggestions that improved service efficiency

EDUCATION

Bachelor degree of Education in Geography and Kiswahili (BD.EGK)

2020-10 - 2023-07

Mwalimu Nyerere Memorial Academy, Dar es salaam

Advanced Certificate of Secondary (ACSE)

2015-07 - 2017-05

Ilula High School, Iringa

Certificate in Secondary Education Examination (CSEE)

2011-01 - 2014-11

Kipagamo Secondary School, Njombe

SKILLS

~ Computer software and Hardware Maintenance ~ Microsoft Word and PowerPoint ~ Internet Application ~ Graphics Design (Adobe Photoshop)

CERTIFICATIONS

- **Bachelor degree of Education in Geography and Kiswahili (BD.EGK)** - Mwalimu Nyerere Memorial Academy (2023)
- **Certificate in Secondary Education Examination (CSEE)** - Kipagamo Secondary School (2014)
- **Advanced Certificate of Secondary Education. (ACSE)** - Ilula High School (2017)

LANGUAGES

Swahili (Native) | English (Fluent)

REFERENCES

George Alison Mbilinyi

Assistant Lecturer – IFM
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Mr. Addonis Mbilinyi

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Mr. Kihaka Adam

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