

# CURRICULAM VITAE (CV)

JESCA JEREMIAH MATEMU  
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## PERSONAL STATEMENT

I hold a bachelor's degree in Logistic and Transport Management from the National Institute of Transport (NIT). I am humble and highly motivated, passionate with proven qualities in interpersonal communications. I have always had an interest in logistics and transport management. I have developed a great ability to work in different environments, bringing growth whilst ensuring personal and professional development. I am very flexible and easy to adapt to situations and along with my current skills, will bring strategic value to your organization.

## PERSONAL DETAILS

<b>NAME</b>	JESCA J MATEMU
<b>NATIONALITY</b>	TANZANIAN
<b>DATE OF BIRTH</b>	6 <sup>TH</sup> SEPTEMBER, 1998
<b>GENDER</b>	FEMALE
<b>MARITAL STATUS</b>	SINGLE
<b>CURRENT ADDRESS</b>	MABIBO, DAR ES SALAAM

## WORKING EXPERIENCE

**July 2022 – Present**

**COMPANY NAME: AHEAD AFRICA SOLUTION LIMITED.**

**POSITION: Customer service agent and office administrator.**

### *Responsibilities of customer services*

as customer service representative at Ahead Africa Solution, I took my responsibilities very seriously. I understood that every interaction I had with a customer could have a big impact on their overall experience with the company, so I always did my best to provide the best possible service.

- One of my key responsibilities was to be knowledgeable about the products and services that Ahead Africa Solution offered. This involved staying up-to-date on the latest features and benefits of our products, as well as any policies or procedures that customers needed to be aware of. By having a deep understanding of our offerings, I was able to provide accurate and helpful information to customers, which helped to build trust and confidence in our brand.

- Another important part of my role was to be patient and friendly when interacting with customers. I knew that many people could become frustrated or upset when they encountered issues with our products or services, so I always made sure to be empathetic and understanding. By taking the time to listen to their concerns and provide clear and accurate information, I was able to diffuse tense situations and create positive experiences for our customers.
- Resolving issues was another key part of my role. When customers encountered problems with our products or services, I worked with them to find a solution that met their needs. This involved being creative and flexible, and sometimes even going above and beyond to ensure that they were satisfied with the outcome. By being responsive and helpful, I was able to build strong relationships with customers and create a loyal customer base for Ahead Africa Solution.
- Providing support was also a critical part of my role. I made sure to be available to customers whenever they needed help, and I always responded promptly to any inquiries or requests for assistance. By being proactive and responsive, I was able to build trust and confidence in our brand and create a positive overall experience for our customers.
- Finally, identifying areas for improvement was an important part of my role. I was always looking for ways to make our processes more efficient and effective, so that we could provide better service to our customers. This involved working closely with other departments within the company to identify areas where we could make changes or improvements. By being proactive and forward-thinking, I was able to help Ahead Africa Solution stay ahead of the curve and provide the best possible service to our customers.

#### ***Responsibilities as office administrator***

- Manage the day-to-day operations of the office: This includes overseeing the various tasks and responsibilities that are required to keep the office running smoothly.
  - Answer phones and respond to emails: This involves handling incoming calls and emails and providing assistance or information as needed.
  - Maintain records: This includes keeping track of important documents, such as contracts, invoices, and personnel files.
  - Managing office supplies: This involves ordering and restocking supplies such as paper, pens, and other office materials.
  - Work closely with other members of the team to ensure that the office runs smoothly and efficiently: This involves collaborating with other employees to ensure that tasks are completed on time and that everyone is working together effectively.
  - Play a critical role in ensuring that the office is a welcoming and productive environment for employees and visitors: This involves creating a positive and welcoming atmosphere in the office and ensuring that the needs of employees and visitors are met.
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All these had shaped me in good way to perform more responsibilities and roles as I worked to meet and ensure customers satisfaction as well as to meet the organization standards.

**July 2019 – November 2020 and August 2020 – November 2020**

**Transport Officer - Field Work**

**Arusha City Council**

*Responsibilities*

- Ensuring all vehicles are assigned to specific routes based on the demand for transportation services. The allocation of vehicles is done in a way that ensures that there are enough vehicles to meet the expected demand on each route.
- Ensuring all drivers have enough fuel to complete their assigned route also ensuring that drivers can operate their vehicles safely and efficiently, while also maximizing the use of available resources
- Making sure that all data of transport are well filled on the transport management system.
- Ensuring that vehicles are in good condition and safe to operate by conducting regular inspections to check for any issues or problems that could affect safety and performance

## EDUCATIONAL BACKGROUND

<b>YEAR</b>	<b>INSTITUTE</b>	<b>QUALIFICATION</b>
<b>2018 – 2021</b>	National Institute Transport	Bachelor's Degree in Logistics and Transport
<b>2016 – 2018</b>	Makumira Secondary School	Advanced Certificate of Secondary Education
<b>2012 – 2015</b>	Msangara Secondary School	Certificate of Secondary Education
<b>2005 – 2011</b>	Baraaa Primary School	Certificate of Primary Education

## LOGISTICS MANAGEMENT SKILLS

- International logistics (custom clearance and documentation)
- Supply chain management
- Warehouse management
- Distribution management
- Logistics management
- Procurement management

## TRANSPORT MANAGEMENT SKILLS

- Fleet management
- Road transport management
- Maritime transport management
- Air transport management
- Rail transport management
- Intermodal transport management
- Transport management information system
- Freight and passenger insurance
- Transport planning and policy
- Rural and urban transport planning

## LANGUAGE PROFICIENCY

LANGUAGE	READ	WRITE	SPEAK	UNDERSTAND
English	Very Good	Very Good	Good	Very Good
Kiswahili	Very Good	Very Good	Very Good	Very Good

## COMPUTER LITERACY

Well Demonstrated in Microsoft Word, Microsoft Excel, PowerPoint Internet and tally

## TRAINING AND SHORT COURSES ATTENDED

23rd August 2021 to 02nd September 2021: Transport officer's course: conducted by NIT.

## COMPETENCE AND EXPERTISE

- Team working, hardworking, self-motivated, positive attitude, patient, influencing skills and open to criticism also like to learn from others.
- Leadership skills
- Problem solving skills.
- Excellent in presentation, interpersonal and communication skills in English and Swahili languages.
- Excellent report writing skills and presentation.
- Community mobilization and organizing skills.
- Strong organization and time management skills
- Ability to work under minimal supervision.

## REFEREES

Name	Institution	Position	Contact
Meshack Kimaro	National Institute of Transport	Dean of Students	<b>Phone:</b> 0756 925 055
Dennis Dickson	Ahead Africa Solution Ltd	IT Manager	<b>Phone:</b> 0686 200 464 <b>Mail:</b> dennis@aheadafrica.com
Edward Mwaliko	Arusha City Council	Transport Officer	<b>Phone:</b> 0787 307 244