



PROFESSIONAL STATEMENT: SAYYIDA CHANDOO

As an adept professional hailing from the vibrant city of Dar es Salaam, Tanzania, I am Sayyida Chandoo, an individual seasoned in the realms of customer service and administration. Fluent in English, Swahili, Urdu, Kutchi, Gujarati, and Hindi, my multilingual proficiency reflects my commitment to effective communication in diverse environments.

With a solid foundation of 5 years in the fields of customer service and administration, I bring forth a wealth of experience that is both varied and extensive. My journey has equipped me with the skills necessary to navigate the intricacies of these domains, fostering a deep understanding of the nuances involved in ensuring exceptional customer satisfaction and streamlined administrative processes.

A cornerstone of my professional identity lies in my excellent computer skills, encompassing both Microsoft Office and Google Office suites. I thrive in leveraging technology to enhance efficiency and accuracy in my work. My dedication to organization, coupled with a strong work ethic, positions me as a reliable asset in managing secretariat, administration and customer care responsibilities.

I am fuelled by a passion for challenges, viewing them not as obstacles but as opportunities for growth and innovation. This mindset, combined with my commitment to excellence, underscores my ability to not only meet but exceed expectations in the role of a Secretariat Manager, Customer Service Representative or Administrator.

In summary, I am a dynamic professional, adept at harmonizing customer service and administrative functions, and I am excited about the prospect of contributing my skills to a team that values efficiency, precision, and a client-centric approach.

SAYYIDA LIYAKATALI CHANDOO
CURRICULM VŁATE
+255-628399100
SAYYIDACHANDOO@GMAIL.COM

PERSONAL PARTICULARS

Date of Birth - 09th February 1993

Place of birth - Dar es salaam

Sex - Female

Marital status - Spinster

Nationality - Tanzanian

Languages spoken - English, Kiswahili, Gujrati, Kutchi, Urdu, and Hindi

CORE SKILLS

- Computer proficiency
- Strong team player
- Effective communication
- Strong management and leadership skills
- Multi-linguistic
- Calm and level-headed
- Quick learner
- Tutoring ability

WORK EXPERIENCE

ADMINISTRATOR CUM DOCUMENTATION OFFICER (part time) - GP GLOBAL LIMITED, JUNE 2022 – NOVEMBER 2022

Duties include: *tracking stock of office supplies and placing orders, organize, store and print company documents, answer and redirect phone calls, manage emails, letters, packages and other forms of correspondence, maintain a filing system for data on customers and external partners, proofreading documents, book meetings, coordinating and conducting events, functions and official gathering, supporting HR and other departments, coordinating with plant in charge for office maintenance, servicing of assets and miscellaneous repairs and controlling access to documents*

CUSTOMER SERVICE AGENT – OUTBOUND & INBOUND OFFICE, AURA247, MARCH 2022 – MAY 2023

Duties included: *Conversing with customers and solving various queries such as failed deposits, KYC verification, welcome bonuses, cashback bonuses, and answering any general queries they have using Nubitalk, Call hippo, Live chats, and chat2desk. Other duties included checking the back office for KYC verification, deposits, bet histories, and financial histories.*

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**CUSTOMER SERVICE AGENT - OUTBOUND OFFICE, PARIMATCH INTERNATIONAL,
MAY 2021 – FEB 2022**

Duties included: *Conversing with customers and solving various queries such as failed deposits, KYC verification, welcome bonuses, cashback bonuses, and answering any general queries they have using Nubitalk, Call hippo, Live chats, and chat2desk. Other duties included checking the back office for KYC verification, deposits, bet histories, and financial histories.*

**BUSINESS DEVELOPMENT MANAGER, SOICOM & GENERAL TRADERS LTD DSM, TZ
APRIL 2020 - APRIL 2021**

Duties included: *Managing office equipment, monitoring office staff, Filing, procuring office supplies, Bidding for tenders on TANEPS, Meeting and negotiating with suppliers, clients and partners. Signing office documents and General Office Maintenance.*

FREE-LANCER, JUNE 2017- CURRENT.

Tutoring expatriates for English/Swahili Languages as a second language, writing poetry, Event Coordinating and Secretarial Services on a part-time basis

ASSISTANT MANAGER, ALAMDAAR LOGISTICS. ZNZ JULY 2017 -MARCH 2020

Duties included: *Planning and managing logistics, warehouse, transportation and customer services, Keeping track of quality, quantity, stock levels, delivery times, transport costs and efficiency, Liaising and negotiating with suppliers, manufacturers, retailers and consumers, Supervising, coaching and training warehouse workforce, Meeting cost, productivity, accuracy and timeliness targets.*

**HUMAN RESOURCES MANAGER, MASTEX MITUMBA LIMITED, DSM TZ, JUNE
2016 - MAY 2017**

Responsibilities included: *maintaining the work structure by updating job descriptions for all employees, maintaining staff organization by establishing a recruiting, testing, interview conducting and analyzing program; counselling managers on candidate selection, interviews, recommending changes, recruiting, selecting, orienting and training employees, counselling and disciplining employees, monitoring, planning and executing job appraisals.*

**OFFICE ADMINISTRATOR, S R AUDITORS Limited (part-time), DSM, TZ, JAN. -JUNE
2016**

Duties involved: *Claiming VAT Returns, dispatching and maintaining documents, timekeeping, filing, data recording using MS Word and Excel software, correspondences, recording and maintaining office equipment and stationery, setting appointments and coordinating meetings with various clients and other responsibilities as and when required.*

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OFFICE ADMINISTRATOR, POWEREX LIMITED, DSM, TZ, FEB. 2013 - JAN. 2016

Duties involved: *management of office equipment, handling external and internal communication, organizing, arranging and coordinating meetings and travelling with the BOD within Tanzania whenever required.*

ACADEMIC QUALIFICATIONS

ONLINE DIPLOMA COURSE - ALISON:

Operations Management (Ops) - September, 2018

CERTIFICATE COURSES - A3 INSTITUTE OF PROFESSIONAL STUDIES, DSM, TZ:

Early Childhood Education, 2013 - 2014

Business Management, 2010 - 2012

HIGH SCHOOL EDUCATION – WALI-UL-ASR SECONDARY SCHOOL, KIBAHA, TANZANIA

O' Levels - SCIENCE Combination - January 2006 - December 2010

COMMUNITY SERVICES AND ACCOLADES

LEO'S OMEGA CLUB OF SPRINT FROM AUGUST 2018 - 2023

- Immediate Past President of the Club
- Received awards for most supportive Leo member
- Events planner and officer for the entire team
- Convenor for the fund-raising department
- Assistant convenor for the diabetic department

LADY ZAHRA INTERNATIONAL YOUTH GROUP FROM JUNE 2017 - CURRENT

- President of the Africa & Tanzanian Forum
- Chief - of - staff for the international forum
- Awarded trophies for best task record
- Awarded medals for most active member

EBRAHIM HAJI CHARITABLE HOSPITAL FROM JUNE 2010 – SEPTEMBER 2010

- Volunteered as a receptionist
- Volunteered in the pharmacy

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- Volunteered in the Administrative dept

INTERESTS AND HOBBIES

- Photography and modelling
- Videography and acting
- Zumba, yoga & swimming
- Astronomy
- Watching movies
- Reading
- History
- Travelling, exploring and camping
- Writing Poetry

REFEREES

Mr. Musadik Mohammedali.
Free-lancer,
Dar es salaam,Tanzania.
+255786-484751

Mr. Layakali Taver,
Financial Controller,
Al-Nasser Paints center,
Dar es salaam, Tanzania.
+255713-548861.