

CURRICULUM VITAE

Said Raphael Tuppa

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Personal Details

Gender : Male
Nationality : Tanzanian
Marital Status : Married
Date of Birth : 6th March 1992

A Profile Statement

Dedicated and detail-oriented Customer service professional with five years of experience providing excellent support over the phone and in person. Demonstrated ability to accurately resolve inquiries, handle complaints, and maintain detailed records. Committed to efficient problem-solving and ensuring a positive customer experience.

Professional Experience and Skills

November 2022 – Up to date: Working at Cartrack Tanzania Limited as a Control Room Executive and Key Account Fleet Officer.

Duties performed:

- Attended all incoming calls promptly, adhering to the Company's standards for responsiveness.
- Addressed queries, requests, and complaints, ensuring timely resolution or appropriate escalation to relevant departments.
- Conducted follow-ups on reported matters to ensure closure and customer satisfaction.
- Maintained accurate system logs and performed data entry tasks with precision.

- Monitored system performance, promptly reporting any irregularities for swift resolution.
- Prepared and delivered reports as required by supervisors, demonstrating proficiency in data analysis and reporting.
- Optimize the fleet
- Monitor vehicle usage
- GPS systems management
- Identify and analyze problems that are affecting the efficiency of the fleet.
- Manage vendor relationships making deliveries and reporting on-time performance.
- Perform administrative duties, ensuring paper and electronic records are stored, organized, and maintained by company procedures
- Market and promote products to increase brand awareness
- Focus on growing and developing existing clients
- Coordinate and monitor supply chain operations
- Plan and track final products according to the site requirements
- Communicate with suppliers, retailers, customers, etc. to achieve profitable deals and mutual satisfaction

Professional Experience

February 2019 – October 2022: Working at Fleet Track Tanzania Limited as a GPS Fleet Officer and Customer Relationship Manager (CRM).

Duties performed:

- Monitor vehicle movements in the logistics and Transport Control room's company fleet management system portal.
- Monitor driving violation instances (Over-speeding, harsh braking, harsh acceleration, excessive idling, not wearing a seatbelt, etc.
- Forward each instance of violations to the designated persons by email, phone call, WhatsApp, or SMS depending on violation severity and urgency level and by the established list.
- Analyze the reports and notify the concerned of any violations or deviations from the established procedures/guidelines.

- Installation and testing of GPS Trackers
- Advertising products to the customers
- Inform regular customers of new products or services available and price changes.
- Ensure customer satisfaction and provide professional customer support
- Responding on time to customer inquiries through various Communication channels.
- Acknowledging and resolving customer complaints.
- Gather relevant market information, and inform the Marketing Department on potential projects and competitor behavior.

Skills

- Excellent communication and interpersonal skills.
- Strong organizational and multitasking abilities.
- Detail-oriented with a high level of accuracy in data entry and documentation.
- Proficient in handling customer queries and resolving issues effectively.
- Adaptable to changing work environments and priorities.
- Ability to work collaboratively within a team as well as independently.
- Proficient in MS Office (Word, Excel, PowerPoint, Outlook, Internet, and Emails.)

Language Proficiency

- English language (writing and speaking)
- Kiswahili language (writing and speaking)

Education Background

2016 – 2018: UNIVERSITY OF DAR ES SALAAM COMPUTING CENTRE

Award: Diploma in Business Information Technology

Specialties: Information Technology, Accounting, Tally, and QuickBooks

2015 – 2016: UNIVERSITY OF DAR ES SALAAM COMPUTING CENTRE

Award: Certificate in Computing and Information Technology

Specialties: Networking, MS Office, Database, Web design

CISCO NETWORKING ACADEMY

Award: IT Essentials Certificate

2007 – 2010: BIAFRA SECONDARY SCHOOL (CSSE)

Award: Ordinary Level Certificate

Computer Skills

- Tally and QuickBooks.
- Proficient in MS Office Programs (Word, Excel, PowerPoint, Office Access, Office Publisher, Outlook, Internet, and Emails.)

Referees

Twalib Hussein Bakari

Company: Cartrack Tanzania Limited

Designation: Key Account Sales Manager

P.O.Box 66642

Dar es Salaam

Cell-Phone: +255712359595

E-mail: twalibhbakari@outlook.com

Almasi Msuya

Company: fleet Track

Designation: Customer Relationship Manager & IT Support

P.O.Box 6515

Dar es Salaam

Cell-Phone: 0716641830

E-mail: msuyaalmas@gmail.com

Tumsime Julius Ceaser

Designation: Human Resource Manager

Company: Paradigms Institute Limited

P.O.Box 78703

Dar es Salaam

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Declaration

I declare that the information provided is complete and correct to the best of my knowledge. I understand that any false information supplied could lead to my application being disqualified or my discharge if I am appointed.