

CURRICULUM VITAE

JACKSON .W. MAKANZA

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E-mail: Jackson.milvik@gmail.com

PERSONAL PARTICULARS

SURNAME: MAKANZA

FIRST NAME: JACKSON

DATE OF BIRTH: 26TH NOVEMBER 1993

NATIONALITY: TANZANIAN

GENDER: MALE

MARITAL STATUS: SINGLE

RELIGION: CHRISTIAN

ACADEMIC AWARDS

- 1. CERTIFICATE OF PROCUREMENT FOUNDATION LEVEL II (Statement of Success)**
KAS Institute of Professional, Dar es Salaam 2015-2016
- 2. CERTIFICATE OF NABE (National Business Examination) Issued by VETA**
VETA- January- May 2013.
- 3. CERTIFICATE OF SECONDARY EDUCATION**

Mizimbini Secondary School.

4. CERTIFICATE OF PRIMARY SCHOOL

Mivinheni Primary School.

WORK EXPERIENCE

Storekeeper at God wins Group Limited dealing with agricultural products. 2014-2015

Practical Training at RITA (Registration Insolvency and Trusteeship Agency) as procurement Officer May-June 2016.

MILVIK TANZANIA LTD

May, 2017 to February, 2018 - Joined Milvik as Sales Agent.

Duties and Responsibilities

- Offering service to new and existing customers using dialer system.
- Handling basic customer insurance claims and transferring calls that require more focused assistance
- Providing accurate and appropriate information in response to customer's inquiries.
- Demonstrating mastery of outbound sales call script.
- Demonstrating ability to interact and maintaining effective working team relationship with company employees and supportive departments.

Call Centre Team Leader (Sales Leader). February 2018- March 2020.

Duties and Responsibilities

- Meet or Exceed Company Defined Team Sales Targets
- Agree and Document Individual Sales Agent Targets
- Develop Effective Working Relationships with All Team Members
- Coach and Develop All Team Members' Performances
- Onboard New and Probationary Sales Agents
- Sales Team Administration

WORKSHOP AND TRAINING ATTENDED

- Customer Centric
- Core Leadership Skills
- Time Management Skills

LANGUAGE SKILLS

- 1. ENGLISH** Fluent, both written and spoken
- 2. SWAHILI** As my national language

COMPUTER SKILLS

Adequate knowledge on Microsoft Office 2003, Microsoft Excel, Microsoft PowerPoint, Email and Internet Explorer.

HOBBIES

Watching movies, reading books and magazine, dancing and chatting.

REFEREES

1. Mr Ismail Messaya

Sales Manager,

MILVIK TANZANIA LTD.

Dar es Salaam

Mob: 0756688090/ 0712814285

2. Mr Kaluse Kiangi

Sales Manager

MILVIK TANZANIA LTD

P.O.BOX 31308

Dar es Salaam

Mob: 0677111983/ 0743101108

DECLARATION

I, the undersigned, certify that the given information is complete and true to the best of my knowledge, and that I will strive at working.

Jackson Makanza.