

CURRICLUM VITAE

Of

Aisha Amri Dodo

Date of Birth: 08th May, 1995

Place of Birth: Arusha, Tanzania

Nationality: Tanzania

Address: P.O.Box 16858, Arusha

Sex: Female

Marital status: Single

Telephone: +255 712 203 847

Email: aishadodo8@gmail.com

PROFILE

A highly responsible finalist with positive attitude towards work and goal oriented ability to work individually or to quickly adapt multicultural and new environments in a team. In addition I'm honest, committed and have continuous desire of learning new skills

EDUCATION

2016-2019	Institute Of Finance and Management
Award	Bachelor of Science in Social Protection
2014-2016	Kandoto Girl's Secondary School
Award	Advanced Certificate of secondary Education
2010-2013	Kibosho Girl's Secondary School
Award	Ordinary Certificate of secondary Education

WORK EXPERIENCE

September 2019 – March 2020: Customer Service Officer I&M BANK (T) LTD.

Roles and responsibilities.

- Prompt handling and respond to customer queries and complaints within the prescribed timelines including escalating of customers related matters where appropriate.
- Ensure that there is sufficient bank stationary for use by customers and that it is properly displayed and arranged at all times.
- Ensure prompt and effective response to customer telephone calls.
- Up sell and cross sell bank products to potential and existing customers who visit branch.
- Ensure confidential handling of customers transaction, interactions and correspondence
- Ensure strict adherence to the tenets of KYC.
- Ensure account opening and identification documents comply with the banks policies and procedures, BOT regulations and other legal requirements.
- Ensure that relevant registers are maintained in line with the banks procedures and policies manual.
- Ensure all foreign transactions are handled according to bank policies and procedures, BOT and legal requirements and processed in timely manner.
- Ensure all SWIFT messages are processed and notify customers who have received foreign currency funds and ensure follow up of outgoing and incoming SWIFT is done in a timely manner.
- Ensure all foreign currencies deal are processed on the date of the deal and with an appropriate value date and communicate to treasury department (TT&TISS).
- Preparation and submission of all reports, as may be required from time to time within agreed deadline.
- Call back for all the TT/TISS.
- Ensure bank procedures, controls and policies are strictly adhered to.
- Respond to audit queries (external& internal) and implement audit recommendations and communicate the same to staff.
- Minimize processing error by following proper procedures.
- Ensure commission and charges are collected in accordance with the banks tariffs structure.
- Receive local cheques and ensure completeness and check that they are properly drawn and are stale or post-dated.
- Process unpaid cheques in accordance with bank policies and procedures.
- Tallying balance with tellers at the end of the day.
- File cheque book requisition appropriately.
- Countercheck the Cashier – cash withdraws payments and receipts

July 2019- To September 2019: National Social Security Fund (NSSF)

Social Health Insurance Benefit Department - SHIB Officer:

- Enrolment of SHIB eligible members and their dependants in their respective zones
- Administer Capitation funds by preparing up-to-date lists of beneficiaries and delivering
Payments to medical providers
- Distribute the various SHIB forms and make follow up of reports from Medical providers
- Maintain proper and update records and statistics of SHIB beneficiaries
- Makes follow-up on complaints related to SHIB and takes measures to minimize the incidence to such complaints
- Performs such other duties as may be assigned by superior

July 2017- To October 2017: Public Pension Fund (PPF) – Customer Care & Registration Officer:

Responsibilities:

- To attend customers.
- Recruitment of new members.
- To attend files and documents.
- To prepare short listing database.
- To dispatch various documents.

SKILLS

Computer:

- Microsoft Office, Internet, Micro-PC Applications.

Accounting packages:

- QuickBooks

Foreign Language

- English (Fluent –Speaking) (Excellent- Writing)

GUIDE FOR ACHIEVEMENT

- Purpose
- Commitment
- Loyalty.
- Confidence.
- Team work.
- Integrity

HOBBIES AND INTERESTS

- Practising swimming. Reading newspapers, books and browsing internet

REFERENCE

Emmanuel Magoti

Lecture

Institute of Finance Management

P.O.Box 3918

5 Shaaban Robert Street

Dar Es Salaam

Contact: +255 785 422 647 /+255 715 574 157

Email: larry.emma@gmail.com

Ibrahim Jacob

Accountant

National Social Security Fund

P.O.Box 1140

Arusha

Contact: +255 762 580 646

Email: ijacob@nssf.or.tz

Rehema Mghamba

Branch Manager

I&M Bank (T) Ltd

P.O.Box 16821

Arusha

Contact: +255 754 264 524

Email: rehema.mghamba@imbank.co.tz

The National Examinations Council of Tanzania



Advanced Certificate of Secondary Education

This is to certify that **AISHA A D000**

Index No. **52315-0502**

sat for Advanced Certificate of Secondary Education Examination

at **KANDOTO SAYANSI SECONDARY SCHOOL**

in **MAY 2016**

and qualified for the award of an

Advanced Certificate of Secondary Education

in Division **THREE**

after attaining the following performance:-

Subject	Grade
GENERAL STUDIES	F (FAIL)
PHYSICS	S (PASS)
CHEMISTRY	D (PASS)
BIOLOGY	D (PASS)
BASIC APPLIED MATHEMATICS	S (PASS)
.....

Certified as true original.

[Signature]

Chairperson



[Signature]

Executive Secretary

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THE
INSTITUTE OF FINANCE MANAGEMENT
DAR ES SALAAM, TANZANIA

REG. No.: IMC/BSP/16/69959



BACHELOR DEGREE

This is to certify that

Aisha Amri Dodo

*Having successfully completed the examinations
and satisfied all other requirements of the Institute's
Governing Council, is hereby awarded*

*The Bachelor of Science in
Social Protection*

Upper Second

(With Honours)

*Certified as true
of the original*

MUHAMMAD ABUBU BADA
NOTARY PUBLIC
18 JUN 2020
LUTHI MUSEU NEW
FOROATS
P.O. BOX 12077, ARUSHA

Classification

[Signature]
CHAIRPERSON OF
THE COUNCIL



[Signature]
RECTOR

DATE: 29th November 2019

No.: 006405

S&O-20064.01-2/19

The Institute of Finance Management

Chuo cha Usimamizi wa Fedha



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ACADEMIC TRANSCRIPT

Student Name: ASHA AMRI DODO
Course Title: BACHELOR OF SCIENCE IN SOCIAL PROTECTION
(Accredited by the National Council for Technical Education)

Date of Birth: 1995-05-08
Gender: FEMALE

Registration Number:
Nationality:

IMC/BS/16/65959
TANZANIAN
Year Admitted: OCTOBER, 2016
Year Completed: SALAMANDER, 2019
Financial Institution: PRIVATE



Year1: Semester I

CODE	COURSE	GRADE	POINTS
ECU07101	MICROECONOMICS	B	3
GSU07101	COMMUNICATION SKILLS	B	3
GSU07102	DEVELOPMENT STUDIES	B+	4
GSU07103	BUSINESS LAW	B	3
MTU07101	BUSINESS MATHEMATICS	B+	4
SPU07101	PRINCIPLES OF SOCIAL PROTECTION	B	3

Year1: Semester II

CODE	COURSE	GRADE	POINTS	ANNUAL GPA
ECU07202	MACRO ECONOMICS	A	5	3.6
ITU07205	INTRODUCTION TO COMPUTERS	B+	4	
MSU07201	PRINCIPLES OF MANAGEMENT	B	3	
MTU07203	BUSINESS STATISTICS 1	B+	4	
SPU07202	SOCIAL PROTECTION LAWS	A	5	
SPU07203	SOCIAL RISK MANAGEMENT	B	3	

Year2: Semester I

CODE	COURSE	GRADE	POINTS
AFU07303	CORPORATE FINANCE	B	3
ECU07306	MANAGERIAL ECONOMICS	B+	4
SPU07304	POVERTY AND INEQUALITY	B+	4
SPU07305	HEALTH INSURANCE POLICY AND PLANNING	C	2
SPU07306	PRINCIPLES OF DEMOGRAPHY	B	3
SPU07307	COMPUTER APPLICATION	A	5
SPU07308	FIELD WORK REPORT	A	5

Year2: Semester II

CODE	COURSE	GRADE	POINTS	ANNUAL GPA
IRU07413	CLAIMS MANAGEMENT	B	3	3.6
MSU07401	RESEARCH METHODOLOGY	B	3	
MTU07401	BUSINESS STATISTICS II	A	5	
SPU07409	SOCIAL PROTECTION POLICY DESIGN	B	3	
SPU07410	FUNDAMENTALS OF ACTUARIAL SCIENCE	B+	4	
SPU07411	ECONOMICS OF SOCIAL INSURANCE	B+	4	

Year3: Semester I

CODE	COURSE	GRADE	POINTS
ECU08504	PUBLIC FINANCE	B	3
MSU 08502	ENTREPRENEURSHIP	B	3
SPU08501	SOCIAL PROTECTION ADMINISTRATION	B+	4
SPU08502	ACTUARIAL PRACTICES IN SOCIAL PROTECTION	A	5
SPU08503	PUBLIC POLICY	B	3
SPU08504	LABOUR LAWS	B+	4
SPU08505	FIELD WORK REPORT	A	5

Year3: Semester II

CODE	COURSE	GRADE	POINTS	ANNUAL GPA
IRU08613	MICROINSURANCE	B+	4	3.9
MSU08602X	HUMAN RESOURCE MANAGEMENT	B	3	
SPU08605	HEALTH CARE MODELLING AND FINANCING	B	3	
SPU08607	SOCIAL BUDGETING	B+	4	
SPU08608	SOCIAL PROTECTION FINANCING	A	5	
SPU08609	RETIREMENT PLANNING AND ADMINISTRATION	A	5	

OVERALL PERFORMANCE

CUMULATIVE G.P.A: 3.7

CLASSIFICATION: UPPER SECOND WITH HONOURS

NOTE: The G.P.A is based on a 5.0 grading system

Certified as true original



CERTIFIED AS A TRUE COPY
OF THE ORIGINAL

The Institute of Finance Management

REGISTRAR

Signature:

Date:

01.06.2020