

CURRICULUM VITAE

1.0 PERSONAL & CONTACTS DETAILS

Full Name : NICHOLAUS IZAK SANGA
Nationality : Tanzanian
Date of Birth : 01st May 1997
Place of Birth : Kilimanjaro
Sex : Male
Religious Affiliation : Christian
Marital Status : Single
City : Dar es Salaam
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2.0 PROFESSIONAL SUMMARY

Experienced in Information technology and reporting with a strong background in both Data analysis and business analysis, process improvement, project management, Programming, website development, Networking and Software development. Skilled in gathering and analyzing business requirements, identifying areas for improvement, and developing actionable solutions that drive business results and effective report automations. Proficient in various data analysis and visualization tools including Microsoft Excel, Power BI, Access, Python and SQL. Adept at working collaboratively with cross-functional teams to achieve project objectives.

3.0 EDUCATION BACKGROUND

- 2018 - 2021:** **Bachelor of Science with Computer Science at University of Dar es Salaam (CoICT)**
- 2016 - 2018:** **Advanced Certificate of Secondary Education (ACSEE), at Mbezi Beach Secondary school.**
- 2010 - 2014:** **Certificate of Secondary Education (CSEE), at Mawella Secondary school.**
- 2004 - 2010:** **Certificate of Primary Education, at Mawella Primary school.**

4.0 TRAININGS

From	20 th Dec 2023	To	Up – to - date	Course:	Early Army Train	Place:	841 KJ Mafinga
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5.0 AWARDS AND ACHIEVEMENTS

From	4 th October 2022	To	27 th December 2022	Reward :	Cyber Security Detection & Prevention Certificate at IFM
From	October 2021	To	January 2022	Reward :	Customer Care Executive certificate
From	Jan 2019	To	December 2021	Reward :	Best Mathematics Teacher at Mapambano
From	20 th Sep 24	To	Up – to - date	Reward :	TGAF Honorable Member

6.0 WORK EXPERIENCE

From	February 2022	To	November 2023	Employer:	Ison Xperiences Tanzania Limited	Role:	Data analysis and Management of Information System
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Main Responsibilities

- Manage multiple projects simultaneously and ensure timely delivery of project milestones with the help of automatic processes and automated report that I generate to assist in delivery time management
- Conduct analysis to identify business trends and opportunities for improvement
- Develop and implement strategies to increase efficiency and productivity across various company call center processes such as Vodacom, Airtel Tanzania, Airtel Rwanda, Airtel Malawi, MTN Rwanda, NCBA, Y9, TOYOTA and Sanlam.
- Collaborate with cross-functional teams to gather business requirements and develop solutions
- Create data visualizations and reports to communicate insights to stakeholders.
- Working closely with the finance team to assess the organization's revenue inputs.
- Conduct regular training sessions and insights on data analysis and visualization tools for team members.
- Support company operations both in Tanzania, Rwanda, Malawi & Uganda.
- Real-Time management of Call Center activities
- Evaluation assessment of project performance such as FCR Scores.

From	October 2021	To	February 2022	Employer	Vodacom Tanzania	Role:	Customer Care Executive
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Main Responsibilities

- Attend customers in profession way
- Maintain FCR
- Emotional intelligence
- Customer retention and satisfaction
- Resolve customer quires
- Receive customer VoC about different services offered by Vodacom
- Achieve all KPI requirements (Quality, attendance, log in compliance & AHT

From	September 2020	To	November 2020	Employer:	ICT Officer	Role:	Dar es salaam university (CONAS)
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Main Responsibilities

- Prepare monthly and weekly IT report
- CoNAS Website Design and Development
- Local Area Network installment at CoNAS head Office
- Printer, Scanner and Computer Installment
- General It support to UDSM Staff
- Provide administrative support to IT department
- Troubleshooting and Problem solving toward issues faced ICT office

From	July 2019	To	Sep 2019	Employer:	Tanzania Revenue Authority	Role:	System Administrator
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Main Responsibilities

- Prepare monthly IT report
- Providing IT Support at TRA Mwenge, TRA Tegeta, TRA Kimara & TRA Sheikhlango
- Helping Customers to generate TIN, Handling With-holding Tax System, retrieve their Account, Restore Blocked Account also to provide Education about Online TIN Application.
- Local Area Network installation and maintenance
- Installation and implementation of Company Security & Policy
- Printer, Scanner and Computer Installment
- Provide administrative support to IT department
- Installation and maintenance of company Software
- Troubleshooting and Problem solving toward issues faced IT office

From	May 2018	To	December 2021	Employer:	Mapambanio Open School	Role:	Teaching Mathematics, Physics and Chemistry
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Main Responsibility

- Teaching Form V & VI Pure Mathematics
- Teaching Form III & IV Basic Mathematics & Physics
- Teaching Form, I & II Chemistry

7.0 OTHER PROFESSIONALS SKILLS

Professional skills

- Data analysis and visualization (Excel, Power BI, Python, Access and SQL)
- Project management
- Website Design and Development
- Business process improvement
- Requirements gathering and analysis
- Stakeholder management
- Communication and collaboration
- Cyber Security
- Computer Maintenance and Repair
- System Administration and Security
- Design and implementation of Database
- System analysis and Design
- Computer Networking
- Programming

7.1 Application Softwares

Level of Proficiency

- | | |
|----------------------------|-----------|
| ➤ Computer literace | Excellent |
| ➤ Ms Word | Excellent |
| ➤ Ms Excell | Excellent |
| ➤ Ms Power Point | Excellent |
| ➤ Music Production | Excellent |
| ➤ Photo Editing and Design | Good |

8.0 LANGUAGE SKILLS

Language

Level of Proficiency

- | | |
|-----------|--------|
| ➤ English | Fluent |
| ➤ Swahili | Native |

9.0 INTEREST AND HOBIES

- Swimming and Diving
- Music Production
- Playing Games
- Cinema-philia

10.0 ABILITY

- To work in dynamic environment
- Flexible as the situation demand
- Excellent time Management Skills
- Self-motivated and enthusiastic
- Good negotiation skills
- Working cooperatively with others
- Good Customer service
- Quick learner of new invention/technique/technology
- Working with less supervision

11.0 SUCCESSFUL PROJECTS

- The Great African Foundation (TGAF) Website (<https://tgaf.or.tz/>)
- Automatic Packing Billing System
- First Call Resolution (FCR) Automatic Report
- Power BI automatic Report for NCBA regarding Collection in Ison Xperiences
- Performance Tracker for Vodacom and Airtel Call Center Agents
- Vessel Tanzania Website (<https://vesseltanzania.com/>)
- Different Music Production Project with various artist
- Pact Insurance advertisement photos and graphics
- Local Area Network Installation at CoNAS

12.0 REFERENCES

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Declaration:

I confirm that, to the best of my knowledge, the information included in this document is accurate and contextually appropriate, and I am prepared to provide justification for it whenever necessary.

Nicholaus Izak Sanga

