

NEEMA KISANGA

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PROFESSIONAL SUMMARY

- Customer Service experience within Call Center, Retail Sales and Social Media.
- Skilled in customer journey mapping, customer experience KPI setting, analysis, communication, building relationships and leadership.
- Proficient in Ms Word, Excel, PowerPoint and Visio.
- Fluent in English, intermediate Swedish and native proficiency in Swahili.

EXPERIENCE

Jun 2018 – Feb 2019 Tijarat AB

Nässjö, Sweden

Project Lead/Business Development Intern

- Conducted market analysis, developed business plans used to forecast potential risks and implement projects.
- Managed an online and offline fashion apparel project (M&L Designs), with a budget of SEK 1,2 million.
- Developed a database of 280 potential clients for a new online market place, ShopTijarat.
- Developed service support content (including FAQs) for an online market place (ShopTijarat).

Nov 2015 - Aug 2017 Vodacom Tanzania PLC

Dar es salaam, Tanzania

Retail Support Manager

- Integrated data analysis and performance trend reports to develop sales strategies that led to exceeding sales targets by 37%.
- Developed and implemented team recruitment and training strategies that contributed to increasing positive feedback from customers by 13% and Customer Satisfaction Index by 3%, while maintaining number one position on Net Promoter Score.
- Conducted a process review initiative that slashed down process related issues by 41%.
- Worked with marketing and communication teams to develop offers and marketing materials that supported service and sales activities in the stores.

May 2012 - Oct 2015 Vodacom Tanzania PLC

Dar es salaam, Tanzania

Customer Service Quality Manager

- Led a team of 18 people that looked after service quality for Call Center and Retail stores.
- Developed and implemented service quality monitoring strategies and improved Net Promoter Score by 14% and 13% for Retail and Call Center.
- Collaborated with the team to develop professional and personal growth strategies that led to internal promotions, increasing employees' engagement index by 24% and a 19% improvement in productivity.
- Used customer insights to influence products development and changes through data analysis and interpretation.
- Worked in cross-functional teams as a customer advocate to ensure potential issues are addressed in advance to minimize the volume of contact from customers.

Apr 2008 - Apr 2012 Vodacom Tanzania PLC

Dar es salaam, Tanzania

Quality Assessor

- Reviewed and edited more than 1,000 seasonal promotion communications to customers where the promo exceeded revenue expectations by 36%.
- Improved Call Center agents knowledge and skills through coaching.
- Worked with Call Center Management to ensure all quality assurance expectations are met, through recommendations of improvement areas.
- Ensured quality service is delivered to customers through evaluation of calls by listening to customer and agent interaction.

Oct 2007 - Mar 2008 Erolink Limited

Dar es salaam, Tanzania

Call Center Agent

- Listened, analyzed and resolved customers problems over the phone.
- Improved customers experience through effective communication with customers, partners and colleagues and ensured all queries were efficiently handled and service quality and standards are maintained.
- Ensured all unresolved queries are referred to the second line of support for resolution.

EDUCATION

- MSc in Business Administration - Managing in a Global Context, **Jönköping University (June 2019)**
- BA in Business Studies, **University of Greenwich (July 2012)**