

WONGANI EFFORT HARA



Contact

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22 selby court Mowbray.

Skills

• Time management and resourcefulness • Ability to accept criticism, highly adaptive in learning new views/ ideas • Understanding the importance of developing relations • Honesty, reliable and flexible • Patient • Effective listening and excellent communication skills. • Ability to understand customers' business and what motivates their decision making

100%

OBJECTIVE

A resourceful Sales and Support Consultant with a proven track record seeking advancement by securing a position to fully utilize my training and skills, while making a significant contribution to the success of the company.

EXPERIENCE

Mukuru Africa

2021 -

Number change and verification officer

2023

- To verify documentation and information supplied by customers when signing up for new accounts.
- To complete the electronic verification process.
- To process requests for contact number changes and pin resets.
- To uphold the company brand.
- To manage own professional and self-development .

Mukuru Africa

2019 -

Sales and Support Consultant

2021

- Respond to telephone inquiries, providing quality service to customers and associates
- Inquiring about the availability of products or status of orders.
- Listen attentively to client's needs to ensure a positive customer experience. °Access electronic and paper catalogue systems to look up product information and availability. °Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
- Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.
- Telemarketing/ promotion of trending products
- Performance reports to team leaders and head of department

Afro Engineering Zim Pvt Ltd

2018 -

IT Assistant

2019

- Troubleshooting IT issues at the workplace
- Maintaining and upgrading existing hardware devices
- Maintaining company assets, such as laptops, computers, storage devices and peripherals
- Install, configure and maintain software

Malawi Posts corporation

2012 -

Driver

2017

- Delivered parcels and mails of the company.
- Transported staff members and officers.
- Monitored validity of vehicle documents e.g. COF and insurances.
- Worked at busy environment day and night
- Prepared postal vehicles by checking the condition of the vehicle.
- Drove postal courier trucks to designated destinations.

Shire Limited

2010 -

Driver

2012

Load and unload cargo. Drive long distances. Report serious mechanical problems to the appropriate personnel.

Rab Processors Ltd

2007 -

Warehouse supervisor/Transport Officer

2008

- Appraise and assess the performance of previous deliveries and develop ways to improve quality
- Monitor and manage orders and deliveries and make sure the cycle continues adequately . •
- Coordinate and oversee personnel and human resources and determine their effectiveness or vice versa.
- Troubleshoot and develop solutions to identified challenges and problems •
- Create a catalog for goods , plan delivery routes, and arrange shipments.
- Meet production and delivery goals and targets
- Mobilize and track the standard of delivery, transportation expenses, the efficiency of services and stock level.
- Delegate duties and responsibilities to team members based on their effectiveness and talents •
- Manage and maintain an accurate inventory of product storage warehouses • Liaise with clients , producers and suppliers and ensure their requirements are made within the supply chain
- Research and stay abreast of trends in shipment, delivery and logistics

EDUCATION

European Business University of Luxembourg

2024

Bachelor of Business Administration

University of Malawi The Polytechnic

2014

Diploma in IT Systems Support

European Business University of Luxembourg	2023
Certificate in Business Management	
Alison	2022
Diploma in Business Administration	
Alison	2022
Certificate in CompTIA +100	
Mthunzi Secondary school	2005
Malawi school certificate of Education	

REFERENCE

Mr. A. Msukwa - Malawi Posts Corporation

Courier Manager

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Lisungu Muwamba - Mukuru Africa

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