

**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

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 - 2023
 Number change and verification officer
 - 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 - 2021
 Sales and Support Consultant
 - 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 - 2019
 IT Assistant
 - 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

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| Malawi Posts corporation | 2012 - |
| Driver | 2017 |
| <ul style="list-style-type: none"> ● 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 |
| <ul style="list-style-type: none"> ● 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 | |
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| 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
Certificate in Business Management

2023

Alison
Diploma in Business Administration

2022

Alison
Certificate in CompTIA +100

2022

Mthunzi Secondary school
Malawi school certificate of Education

2005

REFERENCE

Mr. A. Msukwa - Malawi Posts Corporation

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Lisungu Muwamba - Mukuru Africa

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Brian Kabvina - Afro Engineering Zim Pvt Ltd

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