**MY CV**

ABDALLAH SULEYMAN MPANGILE

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OBJECTIVES

To work for a growing company that will provide me with the possibility of growing within it and will allow the development of my abilities and skills in favor of the company’s mission and vision.

EDUCATION

Kampala International University                                                     October 2014-december 2017

Dar es salaam, Tanzania

I graduated in December, 2017 with a B.A in Public administration.

            Useful courses for the area of management and international affairs include

* Management and Organization behavior
* Public relations
* Ethics and Accountability in Public Sector
* Communication skills
* Research
* NGOs and Development
* Public Financial Management

 Kigonsera high school                                                                     march2011-may 2013

Ruvuma, Tanzania

Physics, chemistry and Biology

Eagle Training College                                                           December 2010-february2011

Dar es salaam, Tanzania

Foundation to computer programs (MS word and excel)

EMPLOYMENT AND EXPERIENCE

**Customer Care Representative, Utel Global Company limited** December2017-february2018

I got skills of using customer care system which used to fill call reports, achieve or exceed KPI’s whilst maintaining excellent quality, respond to queries correctly and accurately within the set response time I also adopted quickly to changing priorities/instructions/requirements, I learnt to be flexible for both the company and customers.

**Field Sales consultant, Faidika Company**                                       June 2013-september2014

I gained stress control skills as well as tolerance and patience by working 26 hours per week. During the time I worked in the office I increased the flow of customers by being courteous, efficient and always having smile on my face, even in peak hours. As result, I was promoted as a supervisor within the first month.

STRENGTHS

I am fluent in Swahili and English; good communication and public speaking skills. I have 3 months field work experience as office administrator at Tanzania Fertilizer Company {TFC}. I also attend military service training as instructed by government from June to September2013.

AWARDS

I have participated and won the two maximum awards (outstanding Delegation and outstanding Position paper) in the National model United Nations 2010 in Dar es salaam-Tanzania. By competing against other 300 schools from throughout the world .I learned how the United Nations actually works as well as the skills required to be able to defend political position. This program also strengthens   my public speaking skills to deal with people with different views.

**REFEREES**

**MR. SALUM MKUMBA**

GENERAL MANAGER

TANZANIA FERTILIZER COMPANY {TFC}

0713 325972

**MR JOHN SAMANYA**

RESEARCH SUPERVISOR

KAMPALA INTERNATIONAL UNIVERSITY

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