**Amina .A. Mgwami,**

**P.O.BOX 15212, Dar es salaam, Tanzania.**

**Tel: +255 713 055 359/+255 759 555 554. E-mail: mgwamiamina@yahoo.com.**

1. PERSONAL PROFILE.

* Date of birth: 02nd April 1983.
* Marital status: Married.
* Gender: Female.
* Nationality: Tanzanian.

1. OBJECTIVE AT AREA OF COMPETENCE.

Keen to obtain a position in a competitive environment where I can apply my knowledge, skills and competence, in order to achieve a set of goals and objectives. My desire is to work in harmony, within a team that is committed to attain excellence “performing duties for serving the community”.

1. KEY PERSONAL ATTRIBUTES.

* Self-motivated and results driven.
* Diligent in performance of tasks /assignments.
* Capacity to adapt new situations.
* Ability to work independently under minimum supervision.
* Good and reliable team player.

1. EDUCATION BACKGROUND.

* Bachelor of Business Administration, at Zanzibar University, 2006 – 2009.
* Advanced Certificate of Secondary Education, at Jangwani Secondary School, 2004 – 2006.
* Ordinary Certificate of Secondary Education, at Songea Girls Secondary School, 1999 – 2002.

1. WORK EXPERIENCE.

**OPERATIONS & PUBLIC RELATION MANAGER Dar es salaam.**

**TAQWA-Orphans Trust Tanzania** **October 2014 to Date.**

**Duties and responsibilities.**

* Preparing Presentations and Organizational adverts.
* Preparing, facilitating and attending office workshops, Seminar, Conferences and fundraising events.
* Design and manageOrganizational brochures, branding and business cards.
* Maintaining hard copy and office electronic filing system including Presentations, event photos and CDs.
* Collecting Newspapers and Magazines with Office news/publish for filing.
* General inquiry including calls, receiving and sending office letters, messages & emails.
* Responsible for updating Organizational website and other social media accounts.
* Receiving and verifying forms from Organizational members and sponsors **(Local and International).**
* Keeping database (both soft and hard copy) of members and sponsors which include their total number and full information of each sponsor/member.
* Establishing and strengthening good relationships with members, sponsors, the like groups and the like organizations.

**OFFICE MANAGER. Dar es salaam, Tanzania.**

**TAQWA-Orphans Trust Tanzania** **May 2012 - October 2014.**

**Duties and responsibilities:**

* Supervising office cleaning and arranging office items to meet organizational standards.
* Handling incoming and outgoing calls & emails, receiving visitors and dealing with correspondence.
* Managing the Executive Director’s diary, scheduling appointments and consultation.
* Developing and scheduling required training sessions to **Organizational Volunteers** for different Organizational activities such as Home based Orphans assessment, Education assessment, conferences arrangement etc.
* Arranging Management Team meetings, recording minutes and maintaining documentation.
* Reviewing and advising on defined job descriptions & qualifications for the position, in line with overall organizational goals.
* In charge of Organizational advertisement; posts on newspapers and online media.
* Managing the requests for applications using the agreed methods guided by the organization’s policy.
* Scheduling and participating in the screening process; arranging venue, date and time for interview.
* Processing new hire documentation including letter of offer and employment contract.
* Managing orientation program for new hires and Volunteers; including introduction to other staffs, provision of staff IDs, relevant manuals & procedures and organizing induction training.

**CUSTOMER SERVICE MANAGER . Dar es salaam, Tanzania.**

**A.I. Khatri Certified Public Accountants** **Jan 2010 - Jan 2012.**

**Duties and responsibilities:**

* Producing written information for customers, often involving use of computer packages/software i.e. name/business name, physical address, contacts etc.
* Communicating courteously with customers by telephone, email, and letter or face to face discussing with them (under the assistance of the Company’s Accounting manager) on what type of accounting package they need to be offered.
* Providing help and advice to customers depending on the situations they have.
* Handling customer complaints or any major incidents if they happen.
* Keeping accurate records of discussions or correspondence with customers.
* Analyzing statistics and other data to determine the level of customer if it increases or declines.
* Writing reports analyzing the customer service that the Company’s offer.
* Meeting with other managers to discuss possible improvements to customer service.
* Involved in staff recruitment and appraisals.
* In charge of training customer service staff to deliver a high standard of customer service.
* Supervising a team of 6 customer service staffs.
* In charge of reading relevant journals, attending meetings, seminars, conferences and short courses and related to the Company’s services product and keeping it up to date with changes.

1. SEMINAR, TRAINING AND WORKSHOPS.

* 2005 – The Launching of Euro- African Bank (now, B.O.A, Sponsored by Euro- African Bank, at Dar es Salaam, Tanzania.
* 2007 – Self Reliant Conference, sponsored by 4H Club, at Tanga,Tanzania.
* 2009 – SMEs and Banking System, sponsored by Barclays Bank, Zanzibar Headquarter, at Zanzibar Tanzania.
* 2009 – Channels of Distrbution and Logistics, sponsored by Coca cola Company, Zanzibar Depot, at Zanzibar.
* 2012 – TAQWA Strategic Planning, sponsored by TAQWA-Orphans Trust Tanzania
* 2012 – Women Leaders Capacity Building, Sponsored by Munnazzamat and WMA, Tanzania, at Dar es Salaam.
* 2012 – Prevention of Crimes of Genocide, sponsored by Tanzania National Committee for Prevention of Crime of Genocide, War Crimes, Crimes against Humanity and all forms of Discrimination.
* 2014 – Women Philanthropy in East Africa, sponsored by Foundation for Civil Society, at Dar es Salaam.
* 2014 – Fund raising for Charity, sponsored by Qameer Foundation of Canada, at Dar es salaam.
* 2015 – Conventional and Islamic Banking, sponsored by the Peoples Bank of Zanzibar, at Dar es Salaam.
* 2016 – Training on Open Data System, sponsored by University of Dar es salaam (DLAB).
* 2018 – Data storytelling, dlab Tanzania

1. COMPUTER SKILLS.

Advanced Microsoft Office software experience including;

* Ms Word.
* Ms Excel.
* Ms Publisher
* Ms Power Point

1. LANGUAGES.

Fluent in both Oral and written for Swahili and English.

1. ACHIVEMENTS.

* 2008 – Social and Community Service Appreciation – Zanzibar University.
* 2009 – Marketing Membership- Zanzibar University.
* 2012 – Leadership Capacity Building, Dar es salaam.
* 2018 – Data storytelling, dlab Tanzania

1. ACTIVITIES.

* Volunteer in non- profit Organizations- TAQWA-Orphans Trust Tanzania, Various Orphanages and Women Philanthropist Groups.
* Reading variety books - Business, Leadership and other Current affair journals.
* Outdoor activities and community events.

1. REFEREES.

* Dr Saleh .S. Mwinyi

Senior Lecturer Zanzibar University

Cell phone: +255 777 436 530.

* Mr. Madian Mzamilu Kasoma

Town Planner, Bagamoyo District Council,

Cell phone: +255 762 447 433