

JULIET DAFROSA NJAU

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To work in a challenging firm that will increase my personal experience and expand my skill & my working skills. I am a creative, imaginative and flexible person with a unique capacity to initiate and innovate without being supervised, one who works hard without much supervision.

EDUCATION & TRAINING BACKGROUND

November- December 2022 Digital Divide Data

Machine Learning & Artificial Intelligence Typing Skills

Customer Service Fundamentals

Jan 2016-March 2016 Umbrella College

Computer Skills (Ms. Word, Excel, PowerPoint & Emailing)

Jan 2012-november2015 Holili Secondary School

Tanzania Certificate of Secondary Education

WORKING EXPERIENCE

Dec 2021-Nov 2022 Hamdi Beauty Centre

Customer Service Attendant

Duties & Responsibilities

- Listen to customers' concerns, issues and questions
- Resolve customers' concerns and answer customers' questions to your best ability
- Maintain a positive attitude and calmly respond to customers' complaints
- Open new customer accounts
- Attract customers by promoting the product and company positively, answering questions and addressing concerns as they arise
- Recommend possible products to meet the customers' needs

Jan 2020-June2020 NYS Government Initiative for the Youths (KAZI MTAANI)

Community Service Associate

Duties & Responsibilities

- Creating and paving walkways for people so that they are not walking on dusty paths and muddy areas, creating drainage within informal settlements
- creating community gardens within settlements;
- constructing green spaces and pocket parks where children can play, where land can be made available;
- Repairing and refurbishing public offices, nursery schools, and community halls within informal settlements.

KEY SKILLS & COMPETENCIES

Machine Learning & Artificial Intelligence: Performed data acquisition, preparation, and analysis to support Artificial Intelligence solutions

Computer Skills: MS Office. Word, Excel, Outlook, PowerPoint, Access.
Google Drive. Docs, Drive, Forms, Gmail, Sheets.

Typing Skills: I can type 35 WPM but looking forward to reaching 50.

Customer Service Skills: Patience, Dependability, Conflict resolution, Active listening adaptability, Empathy, Decision-making.

Communication Skills: Excellent written and verbal communication skills.

HOBBIES

Traveling & Socializing

REFEREES

Name: Grace Mbaye Lisubila

Organization: Trainer at Digital Divide data

Position: Trainer

Tel: 0704476729

Email: grace.mbaye@digitaldividedata.com

Name: Fatuma Mohamed

Organization: Hamdi beauty center

Position: Manager

Tel:0113766331

Email: Nihaalmd001@gmail.com