

# CURRICULUM VITAE

## PERSONAL PROFILE

Name: FAITH JAMES SWAI

Date of Birth: 24/03/1990

Languages: ENGLISH& SWAHILI

Nationality: TANZANIAN

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## OBJECTIVE:

To be a diligent individual with the desire to work in an organization where there is a challenging environment and where my technical and personal and interpersonal skills can be utilized effectively. In this endeavor, use the challenges that come my way for learning improving to become the best in my organization.

## PROFILE

I am Tanzanian, self-motivated and hardworking, able to work under pressure, open minded, very accepting of different culture, dynamic with strong interest, backed by a solid, well-round, state of the business management, love of learning, good problem solving skill, determination to succeed and excel, strong communication skills, analytical skills and team player, with practical training. I am ready to be successful team member for your organization.

## SKILLS AND ABILITIES:

- Computer skills : Microsoft Software Package (Word, Excel, Publisher and PowerPoint)
- Language skills : Proficient in English; Fluent in Kiswahili.
- Good interpersonal skills with the clients.
- Excellent writing, interpersonal and presentation skills.
- Supervisory skills.
- Ability to organize own work and work independently.
- Ability to motivate staff and Team building skills.
- Innovativeness.
- Excellent communication skills, appropriate to the audience.
- Ability to work in a multi-disciplinary and multicultural environment.

## EDUCATION BACKGROUND:

INSTITUTION	YEAR	AWARDS
INSTITUTE OF FINANCE MANAGEMENT	2012-2015	BACHELOR OF BANKING AND FINANCE
EVIN SCHOOL OF MANAGEMENT	2010-2012	DIPLOMA IN BUSINESS MANAGEMENT
MSALATO SECONDARY SCHOOL	2008-2010	ADVANCED CERTIFICATE OF SECONDARY EDUCATION (ACSE)
AGAPE LUTHERAN JUNIOR SEMINARY	2004-2007	CERTIFICATE OF SECONDARY EDUCATION (CSE)

**WORKING EXPERIENCE:**

<b>YEAR</b>	December,2016 - To date
<b>LOCATION</b>	Dar es salaam
<b>COMPANY/FIRM</b>	Equity Bank Tanzania Limited.
<b>POSITION</b>	Relationship Officer
<b>ROLES</b>	<ul style="list-style-type: none"><li>• Attending day to day banking enquiries from customers on the range of products and services</li><li>• Engaging, knowing and addressing customers' needs</li><li>• Providing banking services to customers in an efficient and friendly manner</li><li>• Reporting suspicious transactions and activities as per the policies and procedures</li><li>• Understanding customer needs and expectations and selling appropriate product and services</li><li>• Responding to customer complaints in a timely manner and ensure they are given feedback.</li><li>• Managing the TAT in issuing alternative bank channels.</li></ul>

	<ul style="list-style-type: none"> <li>• Up-selling and cross selling of bank's products</li> <li>• Planning and documenting customer visits and action oriented after visit call reports</li> <li>• Participate in bring new business leads to the Branch as per the assigned targets</li> <li>• Maximize customer satisfaction by giving advisory services to customers for better eco system.</li> <li>• Maintaining professionalism and business acumen in dealing with customers.</li> <li>• Supporting back office operations and alternative banking channels.</li> </ul>
<b>YEAR</b>	September, 2015 - June, 2016.
<b>LOCATION</b>	Dar es salaam
<b>COMPANY/FIRM</b>	The Hospitality Professionals Limited.
<b>POSITION</b>	Administrative Assistant.

<b>ROLES</b>	<ul style="list-style-type: none"> <li>• Maintain relationships with partners /vendors/suppliers and Represent the company in events, conferences etc</li> <li>• Supervise the work of employees and provide feedback and counsel to improve efficiency and effectiveness</li> <li>• Gather, analyze and interpret data and produce reports, presentations and briefs on regular basis</li> <li>• Ensure the smooth and adequate flow of information within the company</li> <li>• Organize and schedule meetings and appointments</li> <li>• Customer Service(e.g Provide general support to visitors)</li> <li>• Preparing work plan and payment vouchers</li> <li>• Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints.</li> <li>• Organize and supervise other office activities (Answer and direct phone calls ,Produce and distribute correspondence memos, letters, faxes and forms, Manage schedules and deadlines, event planning, Develop and carry out an efficient filing system.)</li> <li>• Presentations including debt recovery profile and reply to queries.</li> </ul>
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#### **OTHER INTERESTS:**

1. Reading books.
2. Engage in different developmental activities and travelling.
3. Engaging with community to find solutions for difficulties in our society.

#### **PERSONAL ATTRIBUTES:**

1. Very good interpersonal skills
2. A good team player
3. A quick learner and problem solver can easily adopt changes.

#### **REFEREES:**

NAME	CURRENT POSITION	CONTACTS
Reeves Ngalemwa	Director	Corporate Conferences Tanzania P.O. Box 77616 Dar es salaam , Tanzania. Tel: +255 787 215 898 Mobile +255 658 215 898 Email: ngalemwa@gmail.com <b>ngalemwa@yahoo.com</b>
Elibariki Jacob	Auditor	Tanzania National Roads Agency (TANROADS) P.O.BOX 11364, Dar es salaam, Tanzania Mobile: +255 (0) 713 766 794 Email: <b>elibarikijcb@gmail.com</b>
Salome Semfuko	Relationship Manager	Equity Bank (T) Limited P. O. Box 110183 Dar Es Salaam, Mobile: +255(0) 713 004 129 +255(0) 746 888 430 Email: salome.semfuko@equitybank.co.tz

#### **DISCLOSURE**

I Faith James Swai, hereby declare that the information provided is correct and true to the best of my knowledge, belief and understanding.