

# CURRICULUM VITAE FOR SAIDY, ASHA K.

I am a graduate from University of Dar es Salaam, pursued Bachelor of Arts in Economics. I am eager to join workforce team at your reputable organization/office with the ambition to apply my knowledge, skills, experience and further to be creative and initiative for the attainment of both organizational objectives and personal career development.

## 1. PERSONAL PARTICULARS

Surname : Saidy  
Other name : Asha  
Gender : Female  
Marital Status : Married  
Date of Birth : December 20, 1987  
Nationality : Tanzanian  
Language : Fluent in both English and Swahili.

### Correspondence Address:

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Dar es Salaam, Tanzania.

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**Career Aspiration** : Professional growth and maintaining a career in  
Economics, Finance and General Social Science Field works

## 2. ACADEMIC QUALIFICATION

DURATION	INSTITUTION/SCHOOL ATTENDED	QUALIFICATION /AWARD ATTAINED
September 2008-July 2011	University of Dar es Salaam (UDSM)	Bachelor of Arts in Economics(Hons)
March 2006 – February 2008	Tambaza High School	Advanced Certificate of Secondary School Education
January 2002 – October 2005	Kambangwa Secondary School	Certificate of Secondary School Education
January 1995–September 2001	Ushindi Primary School	Certificate of Basic Primary Education

### 3. WORK EXPERIENCE/PRACTICAL TRAINING ATTENDED

- November 2011 to date  
-Working with NMB BANK PLC as a Bank Officer.
- August 09 – October 08, 2010  
-Worked with Population Services International (PSI) Tanzania, Mbeya office as a trainee.

#### Duties performed: -

- Branch manager
- Manager Customer Experience
- Acting customer service manager.
- Acting Back Office Team Leader.
- Branch sales and marketing champion.
- Acting QSB manager.
- Employee of the month overall winner for NMB western zone.
- Receiving and solving customer complaints e.g. **NMB MOBILE** complaints **NMB FARAJA** so as to maximize customer satisfaction and expectation.
- Issuing ATM cards, PIN mailers, cheque books and NMB IDs to customers.
- Cross selling all **NMB PRODUCTS** and **SERVICES**
- Handling Cash and ATM reconciliation.
- To ensure achievement of customer satisfaction both internally and externally
- Preparation and submission of departmental reports to superiors.
- Evaluation of customers' perception on NMB products and products' Performance.
- Coordinating with staff members in delivering quality service and maintaining Optimum duty performance timely.
- Participation in marketing so as to provide awareness on NMB PRODUCTS AND SERVICES
- Managing and maintain customer service best practice and ensure compliance to the NMB policy.
- Understand fully all of NMB products, services and procedures in order to serve and exceed customers' expectations
- Proactively in identifying priorities, emergencies and important issues in connection with the day-to-day business/branch needs.
- Maximizing Customer Satisfaction by ensuring quick and professional service, Always be willing to go extra mile to exceed customer expectations
- Collect feedback from various customer forums and advise customer Service Manager on service improvement to meet customer satisfactions and customer experience improvement
- Assist Customer Service Manager to identifying weaknesses /gap within team members and offer coaching for the areas that require improvement.
- Co-driver of service culture transformation activities

- Allocating incoming information request from customers to the team, prioritizing action, monitoring team resource to meet the SLAs.
- Maintain high service level for quality control checks.
- Cross sell for incoming customers
- Work together with other branch departments as one team to deliver the exceptional performance of the whole branch.

#### **4. SEMINAR AND TRAINING ATTENDED**

<b>DURATION</b>	<b>EVENT(S)</b>
April 29, 2011	Presentation on Re-think Economic Development organized by World Bank.
April 30, 2011	Stakeholders' Workshop on Carrier Opportunity facilitated by REPOA and Bank of Tanzania (BoT).
FEBRUARY, 2012	NMB Teller's Induction course
2014	Teller module COURSE facilitated by NMB LEARNING AND DEVELOPMENT(L&D) AND TIOB
May, 2015	E-LEARNING COURSE facilitated by NMB LEARNING AND DEVELOPMENT(L&D)
September 07, 2015	ADVANCED TELLERS COURSE
December 03, 2015	SERVICE EXCELLENCE AWARDS facilitated by NMB
January 2018	LEADERSHIP SKILLS Facilitated by NMB
March 2018	SALES SKILLS facilitated by NMB
November 2020	FEMALE FUTURE TANNZANIA PROGRAMME facilitated by ATE in collaboration with ESAMI

#### **5. OTHER SKILLS AND COMPETENCES**

- Computer literate
- STATA Package application
- SPSS application

#### **6. EXTRA CURRICULUM ACTIVITIES**

- Reading News Paper and books, listening music and watching movies
- Exchanging views with colleagues

#### **7. REFEREES**

(1) Sospeter Magesse  
Zonal Manager

(2) Elia Ndutula  
Zonal Manager

(3) Mitimingi, Fadhili.  
Principal HR PPRA.



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0754369424/0715369424

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