

GLADNESS GODSON NGOWI

Mbezi Magufuli, Dar es Salaam, Tanzania | 0694387076 | gladnessngowi003@gmail.com

CAREER OBJECTIVE

A hardworking, responsible, and motivated Marketing student seeking an opportunity to develop professional skills in Reception, Customer Care, Office Administration, Sales, or Marketing. Passionate about communicating with people, assisting customers, and contributing positively to an organisation. A fast learner, adaptable, and willing to take on new responsibilities while continuing with studies.

EDUCATION BACKGROUND

College of Business Education (CBE)	Marketing – Second Year	Currently Studying
Kondoa Girls Secondary School	Advanced Level Education	Completed 2024
St. Peter Claver High School	Secondary Education	Completed 2021

CERTIFICATIONS

- Certificate of National Service (JKT)

WORK EXPERIENCE

Mr. Pop Fashion and Design – Receptionist / Marketing Support

- Welcoming and assisting customers in a professional manner.
- Communicating with customers and responding to their inquiries.
- Providing information about products and services.
- Supporting marketing and promotional activities.
- Following up with potential customers and maintaining good customer relationships.
- Assisting with general office and customer service activities.

TANESCO – Customer Care

- Assisting customers with their inquiries and concerns.
- Communicating with customers professionally and respectfully.
- Providing appropriate information and guidance to customers.
- Listening to customers' needs and helping to resolve their concerns.
- Maintaining good customer relations.

KEY SKILLS

Customer Care and Customer Service • Good Communication Skills • Marketing Skills • Reception and Front Desk Skills • Customer Relationship Management • Sales and Promotion • Interpersonal Skills • Teamwork • Good Listening Skills • Ability to Learn Quickly • Time Management • Professional and Positive Attitude

LANGUAGES

- Kiswahili – Fluent
- English – Good

REFEREES

Madam Regina	+255 788 336 461
Madam Lusako Mwakiluma	+255 713 448 181

I certify that the information provided in this CV is true and correct to the best of my knowledge.