

*CURRICULUM VITAE***BONIPHACE SILVANUS SALAMA**

TABATA - KISUKURU

DAR ES SALAAM, TANZANIA

Mobile : +255 756 045 698

E-Mail : [boniphacesalama@gmail.com](mailto:boniphacesalama@gmail.com)**OBJECTIVE**

Motivated and adaptable professional seeking an opportunity in a dynamic organization where I can apply my skills, contribute to organizational growth, and continuously develop my capabilities.

**PERSONAL DETAILS**

|                      |                      |
|----------------------|----------------------|
| <b>FATHER'S NAME</b> | <b>SILVANUS PIUS</b> |
| <b>SURNAME</b>       | <b>SALAMA</b>        |
| <b>NATIONALITY</b>   | <b>TANZANIAN</b>     |

**ACADEMIC BACKGROUND**

|                    |  |               |
|--------------------|--|---------------|
| <b>2015 - 2017</b> | <b>Diploma in Information Communication and Technology</b>     |               |
|                    | UNIQUE ACADEMY   | DAR ES SALAAM |
| <b>2014 - 2015</b> | <b>Certificate in Information Communication and Technology</b> |               |
|                    | COLLEGE OF BUSINESS AND EDUCATION (CBE)                        | DAR ES SALAAM |
| <b>2010 - 2013</b> | <b>Certificate of Secondary School Education (CSSE)</b>        |               |
|                    | MAGOZA SECONDARY SCHOOL  | DAR ES SALAAM |
| <b>2003 - 2009</b> | <b>Primary School Leaving Examination (PSLE)</b>               |               |
|                    | MAGOZA PRIMARY SCHOOL  | DAR ES SALAAM |

**PROFESSIONAL / WORKING EXPERIENCE**

**Feb 2023 – Feb 2024**

**Customer Service Representative**

EROLINK LIMITED

DAR ES SALAAM

**Responsibilities:**

**INBOUND**

- ✓ Provides on-the-job training support to new team members to facilitate improvement in their levels of performance - through mentor/mentee relationships.
- ✓ Consistently contributes towards improving customer experience by identifying potential areas for process/productivity improvements and highlighting the same to the Team Leader.
- ✓ Utilizes the relevant tools and resources provided by the Company to respond to customer queries and requests.
- ✓ Appropriately escalates customer queries to the team leader to ensure speedy resolution.
- ✓ Build rapport with customers by handling every customer call courteously and professionally.
- ✓ Ensures consistently imparts the correct product and service information during each call.
- ✓ Obtains: Imparts clarifies and verifies information to and/or from customers to ensure delivery of exceptional customer service.
- ✓ Demonstrate appropriate levels of empathy in situations that require these skills; and provide customers with caring individualized attention.
- ✓ Ensure that the quality of each call complies with predefined quality parameters.
- ✓ Provides the relevant reports daily - where applicable.
- ✓ Ensures daily performance targets are met.

**Apr 2018 – Oct 2019**

**Web Developer**

TRICKSTER LIMITED

DAR ES SALAAM

**Responsibilities:**

- ✓ Developed and maintained responsive websites using HTML, CSS, and JavaScript.
- ✓ Built dynamic web applications using PHP and integrated them with MySQL databases.
- ✓ Designed and customized websites using WordPress.

## CURRICULUM VITAE (CV)

- ✓ Implemented front-end user interfaces with clean, maintainable, and reusable code.
- ✓ Optimized website performance, speed, and SEO best practices.
- ✓ Collaborated with designers and clients to gather requirements and deliver functional solutions.
- ✓ Troubleshoot, debugged, and resolved website issues and bugs.
- ✓ Ensured cross-browser compatibility and mobile responsiveness.
- ✓ Managed website security updates, backups, and maintenance.
- ✓ Integrated third-party APIs and payment gateways into web applications.

### PROFESSIONAL COURSE

13th Feb 2018 - 13th March 2018

**CERTIFICATE OF DRIVING COURSE**

LUGALO (JWTZ) VOCATIONAL TRAINING CENTER

Dec 2013 – Apr 2014

**CERTIFICATE OF COMPUTER APPLICATION COURSE**

DAR ES SALAAM REGIONAL VOCATIONAL TRAINING AND SERVICES CENTRE  
(VETA)

Principle Subject: -Microsoft Office Suite (All Packages)

### SKILLS

#### ***OPERATING SYSTEMS:***

MICROSOFT WINDOWS (XP,7,8,10)

#### ***COMPUTER TROUBLESHOOTING AND MAINTENANCE:***

SOFTWARE -- MICROSOFT WINDOWS  
HARDWARE

#### ***WEB-SYSTEM & WEBSITE DEVELOPMENT:***

DYNAMIC WEBSITE  
STATIC WEBSITE  
SEO (SEARCH ENGINE OPTIMIZATION)

## CURRICULUM VITAE (CV)

### COMPUTER SKILLS:

MICROSOFT OFFICE (WORD, EXCELL, ACCESS, OUTLOOK, POWERPOINT)

SOCIAL MEDIA MANAGEMENT (LINKEDIN, FACEBOOK. TWITTER, INSTAGRAM)

GOOGLE DRIVE (DOCS, SHEETS, FORMS, SLIDES)  
EMAIL (FILTERS, FOLDERS, MAIL MERGE, RULES)

DATA ENTRY

### SOFT SKILLS:

COMMUNICATION, TEAMWORK, ADAPTABILITY, PROBLEM-SOLVING, OPEN-MINDEDNESS, DECISION MAKING SKILLS, MANAGEMENT SKILLS, ACTIVE-LISTENING, PATIENCE, EMPATHY

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### LANGUAGE

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**KISWAHILI**

**EXCELLENT / NATIVE**

**ENGLISH**

**SATISFACTORY**

**REFEREES**

1. JENIROZA SILVANUS SALAMA  
DAR ES SALAAM  
[jenirozasilvanus@gmail.com](mailto:jenirozasilvanus@gmail.com)  
255 717 000 459
2. GABRIEL KIWILI  
M. C. M. S  
P. O BOX 60000  
DAR ES SALAAM  
255 757 162 836
3. VUMILIA SAIMANGA  
INTERNAL. AUDITOR  
KAHAMA MUNICIPAL  
P. O BOX 472  
KAHAMA  
255 767 857 093