



Name	Fortunate Tariro Zengeni
Address	1007 Sahara Tower 3, Al Nahda Sharjah, UAE
Date of Birth	12 May 1994
Nationality	Zimbabwean
Language	English
Education	Bachelors in Information Systems
Work Experience	4 years
Visa	Spouse Visa
Availability	Immediately
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CAREER SUMMARY & OBJECTIVES

I am a dynamic person with a high affinity to learn and I am professionally flexible in all areas that enhances my development in the professional world. Having started as an IT support officer in the security industry I have gained a wealth of experience in the IT field. I moved to UAE as an initiative to develop myself in a vast platform of industries, that saw me getting employed by some of the leading firms in UAE which has made me gain much confidence and dignified experience, from incomparable customer service enhancement to organizational development enhancement as a stakeholder

I enjoy the challenges of high level strategy formulation as well as getting my hands dirty in implementation to make things happen. My key strengths include strong analytical skills, excellent mathematical skills, and positive communication and interpersonal skills. I aim to obtain a senior level position that promotes growth in an environment I can fully utilize my years of skills.

EMPLOYMENT HISTORY

Company **Aster DM Healthcare, Dubai, UAE**

Position **Contact Centre Executive**

Period **Sept 2019 – Nov 7 2021**

Duties and responsibilities

- Answer incoming calls and respond to customer's emails
- Management and resolve customer complaints
- Provide product and service information to customers
- Research, identify, and resolve customer complaints using applicable software
- Document all call information according to standard operating procedures
- Complete call logs and reports
- Follow up customer calls where necessary

Company **White Cloud IT Solutions, Dubai, UAE**

Position **Customer Service Executive**

Period **Nov 2018- July 2019**

Duties and responsibilities

- Building and maintaining relationships with clients and key personnel within customer companies.
- Conducting business reviews to ensure clients are satisfied with their products and services.
- Following up new business opportunities and setting up new meetings.
- Planning, preparing and delivering successful sales pitches.
- Developing the marketing strategy companies in line with their objectives
- Researching the market for new clients.
- Escalating and resolving areas of concern raised by the clients.
- Working closely with the technical team and assist with new product launches.
- Utilizes project management skills and works under deadlines.
- Achieving client relationship targets.

Company	SECURICO, Harare, Zimbabwe
Position	IT Support Officer
Period	2017 – 2018

Duties and responsibilities

- Help desk management and user support
- Hardware and software acquisitions, maintenance and disposal
- Performing daily checks on the IT infrastructure and identifying future issues ahead of them.
- Ensuring that IT documentation is in place and up to date and ensure compliance in line with the IT policy and Backup policy.
- Provide technical guidance and recommendations to resolve business problems.
- Enter commands and activate controls on computer and peripheral equipment to integrate and operate equipment.
- Troubleshoot, modify, support, manage, and maintain applications programs and user accounts.
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Train or instruct users in the proper use of hardware or software.
- Monitor the operation and security of all computer hardware and software to ensure a smooth operation

Company	Design Technology, Harare, Zimbabwe
Position	Customer Service Executive
Period	2013 – 2014

Duties and responsibilities

- Receiving customer calls and inquiries, complaints, opinions and solve them to relevant departments for solutions.
- Assets procurement and maintenance.
- Working cooperatively with key team members, clients and vendors.
- Recording and analyzing data from customers' complaints to identify recurring problems and limit repeat complaints.
- Scheduling and coordinate appointments.
- Giving product pricing and delivery information to customers.
- Writing reports analyzing the customer service that the company provides.

HOBBIES & INTEREST

- Exploring new technologies
- Researching and experimenting
- Playing Squash

EDUCATION

MIDLANDS STATE UNIVERSITY (ZIMBABWE)

2015-2018 BSc Information System Degree

COMPUTER LITERACY & SKILLS

- MS Office,
- IT technician
- Systems support
- Network engineer

REFERENCE

Referees available upon request