

# ZABRON AMON ZABRON

BUSINESS OPERATIONS | CUSTOMER EXPERIENCE | SALES | DIGITAL SUPPORT

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zabronamon.co | Tanzania

PROFILE AND CORE BANKING EXPERIENCE

## PROFESSIONAL PROFILE

Versatile Tanzanian professional with experience across banking operations, customer service, direct sales, digital support and education. Combines clear communication, careful documentation and customer guidance with practical digital skills to support reliable service and positive outcomes.

## CORE STRENGTHS

|                                                                                                               |                                                                                                           |
|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Customer service</b><br><br>Patient, clear and professional support across in-person and digital channels. | <b>Operational discipline</b><br><br>Accurate records, organized documentation and dependable follow-up.  |
| <b>Sales and growth</b><br><br>Customer acquisition, product education and relationship building.             | <b>Digital confidence</b><br><br>Microsoft Office, reporting, web support and visual communication tools. |

## PROFESSIONAL EXPERIENCE

### Bank Officer

NMB Bank Plc, Tanzania | February 2025 - Present

- Provide professional customer service and support a broad range of everyday banking needs.
- Assist customers with account services, digital banking channels and general transaction enquiries.
- Support customer onboarding and maintain clear, accurate service documentation.
- Resolve routine service issues and coordinate appropriate follow-up for more complex requests.
- Educate customers on suitable products and self-service options while protecting confidentiality.
- Collaborate with colleagues to sustain efficient service delivery and positive customer outcomes.

### Direct Sales Staff

NMB Bank Plc, Tanzania | September 2023 - January 2025

- Acquired and supported new customers through field engagement, referrals and community outreach.
- Guided customers through onboarding and explained relevant retail banking products and services.
- Promoted digital banking adoption through practical customer education.
- Generated and followed up leads, contributed to business-development activity and shared customer feedback.

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CUSTOMER, DIGITAL AND EDUCATION  
EXPERIENCE

## ADDITIONAL EXPERIENCE

### IT Support and Content Creator

Zaimo Foundation, Tanzania | February 2022 - Present

- Support website updates, digital communication tools and basic technical documentation.
- Prepare reports, project documents, visual materials and organized digital records.
- Contribute to content presentation and practical information-management workflows.
- Support project tracking and clear communication with internal and external stakeholders.

### Customer Care Representative

Adyco Company Limited, Tanzania | May 2022 - August 2023

- Responded to customer enquiries through calls, email and social media.
- Handled complaints, service questions, order issues and follow-up requests.
- Coordinated with relevant teams and kept customers informed through resolution.
- Recorded customer feedback and escalated unresolved cases appropriately.

### Teacher - English and Computer Studies

Tamani Foundation School, Zanzibar | January 2021 - December 2021

- Prepared and delivered lessons in English and Computer Studies.
- Created lesson plans, assessments, class records and student progress reports.
- Explained ideas clearly and adapted instruction to different learning needs.

## TRANSFERABLE VALUE

|                    |                                                                                                  |
|--------------------|--------------------------------------------------------------------------------------------------|
| Service ownership  | Takes responsibility for understanding requests, communicating next steps and following through. |
| Customer education | Explains products, services and digital tools in accessible language.                            |
| Documentation      | Produces clear reports, records, presentations and professional correspondence.                  |
| Adaptability       | Works effectively across customer service, sales, digital support and learning environments.     |
| Team coordination  | Shares relevant information and works constructively with colleagues to resolve issues.          |

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## EDUCATION, CAPABILITIES AND LANGUAGES

### EDUCATION

#### Bachelor of Arts with Education

University of Dar es Salaam | 2017 - 2020

- GPA 3.1, Lower Second Class. Studies developed communication, research, presentation and teaching capability.

#### Advanced Certificate of Secondary Education

Malagarasi Secondary School, Kigoma | 2015 - 2017

- Division Two, 10 points.

#### Certificate of Secondary Education

Moyowosi Secondary School, Kigoma | 2011 - 2014

- Merit, GPA 3.0.

### PROFESSIONAL TOOLKIT

|                               |                                                                                                                                            |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Business and customer</b>  | Banking operations; customer service; customer onboarding; account support; sales; lead follow-up; service recovery; customer education.   |
| <b>Productivity</b>           | Microsoft Excel, Word and PowerPoint; email communication; reporting; data entry; sorting; filtering; basic formulas; document formatting. |
| <b>Digital and creative</b>   | Website content support; digital documentation; Adobe Photoshop; Adobe Illustrator; Canva; visual communication.                           |
| <b>Professional strengths</b> | Attention to detail; confidentiality; clear communication; calm work under pressure; learning agility; problem solving; teamwork.          |

### LANGUAGES

|                    |        |
|--------------------|--------|
| <b>Kiswahili</b>   | Native |
| <b>English</b>     | Fluent |
| <b>Kinyarwanda</b> | Fluent |
| <b>Kirundi</b>     | Fluent |

### PROFESSIONAL REFERENCES

Available upon request.

OPEN TO RELEVANT ROLES, PROJECTS AND COLLABORATIONS

Contact: contact@zabronamon.co