

AMOS'S CURRICULUM VITAE

AMOS ROBERT YOHANA

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BACHELOR DEGREE IN BUSINESS ADMINISTRATION

About

COLLEGE OF BUSINESS EDUCATION

A hardworking, creative, team player, time manager and results-oriented professional with eager to learn and share with others through training and demonstration. Moreover, I have the ability to establish rapport with both clients/colleagues and motivates individuals to achieve organizational goals. I have been able to acquire knowledge and experience for more than 2 years in different aspects of, Sales & Marketing, Customer service, Planning and Digital Marketing with proficiency in Microsoft applications packages especially Microsoft word, Microsoft Excel and Microsoft PowerPoint.

My goal is to make the most of my potential and learn more of what's within my field to enhance my creativity for better achievements in my career and Organization that I am working with.

Work Experience

Organization: KCL BRAND, Dar es Salaam

Duration: July 2022 – Present

Designation: SALES MANAGER

Duties/ Responsibilities

- ❖ Lead conversion from numerous marketing channels
- ❖ Creating a short- and long-term sales plan with the intention of achieving the given objectives
- ❖ Consistently meet revenue goals in accordance with team/organizational goals
- ❖ Actively looking for possibilities to upsell and cross-sell to existing customers
- ❖ Obtaining referrals from the current clientele to widen the sales pipeline
- ❖ Management of customer relationships
- ❖ Recognize customer needs and provide insights for improving the product portfolio based on interactions with and feedback from customers
- ❖ Management of key accounts
- ❖ Overseeing pre- to post-sales support activities for the designated goods and regions while guaranteeing the greatest level of client satisfaction

Organization: Usra Trading Company, Dar es Salaam

Duration: July 2020 – March 2021

Designation: SALES ASSOCIATE

Duties/ Responsibilities;

- ❖ Delivered high level of assistance by locating products and checking store system for merchandise at other sites.
- ❖ provided positive first impression to welcome existing, new and potential customer
- ❖ Organized racks and shelves to maintain store visual appeal engage customer and promote specific merchandise
- ❖ Answered customer question regarding sizing and accessories and explained how properly care merchandise
- ❖ Implement up-selling strategies such as recommending accessories and complementary purchase to boost revenue

- ❖ Maintain excellent relationships with customers through superior customer service
- ❖ Perform other duties as assigned by Supervisor

ORGANIZATION : TYD Company Limited -, Dar Es Salaam

Duration: April 2019 – August 2019

Designation: Sales Executive

Duties/ Responsibilities;

- ❖ Creating and managing social media content
- ❖ Develop sales plans, strategies & approaches for various products and services such as promotions and sponsored advertisements.
- ❖ Track sales data and works to meet quota or sales team goals.
- ❖ Maintain excellent relationships with customers through superior customer service
- ❖ Answer questions from clients about benefits of the products and services being offered
- ❖ Handling communication with clients, stakeholders and other staff members
- ❖ Represent the Company in meetings & conferences to clients, companies and other organizations.
- ❖ Building up strong relationship with the partner organizations, networks and other organizations.
- ❖ Create and present regular performance reports for the management team
- ❖ Help to detail, design and implement marketing plans for each product and services being offered
- ❖ Analyze trends, data, demographics, pricing strategies and other information that can potentially improve marketing and sales performance

Organization: National Aviation Service

Duration: January 2018 – March 2019

Designation: Customer Service Agent

Duties/ Responsibilities;

- ❖ Manage passenger baggage processing including handling and fee calculation if applicable
- ❖ Make public address announcements as required
- ❖ Produce work-related documentation when required
- ❖ Direct passengers through Customs, Immigration, and quarantine as required
- ❖ Assist passengers with self-service check-in kiosks
- ❖ Issue boarding passes and reschedule passengers affected by flight interruptions or cancellation
- ❖ Maintain the highest standards of safety and security at all times
- ❖ Perform other duties as assigned by Supervisor
- ❖ Assist colleagues in other areas of the airport to ensure that wheelchairs, strollers and gate checked bags (cleared through security) are made available for loading upon departure and delivery to passengers upon arrival

Organization: AFRICA INTERNET GROUPS

Duration: April 2014

Designation: Logistic Agent

Duties/ Responsibilities;

- ❖ Schedule/plan meetings and appointments
- ❖ Arrangements of pick up goods form the seller to vendor
- ❖ Working in a team to find solutions or give information about various issues
- ❖ Keeping / Maintaining records of goods and other important documents
- ❖ Ensuring safety of areas surrounding the office and provide support to the Manager of department

Academic Qualification Background

❖ Institution: College of Business Education- Der es salaam, Tanzania
Award: Bachelor Degree in Business Administration. **2018 - 2020**

❖ Institution: College of Business Education- Der es salaam, Tanzania **Award:**
Diploma in procurement and logistic supply. **2016 - 2017**

❖ Institution: College of Business Education-Der es salaam, Tanzania
Award: Certificate of Procurement and Logistics **2014 - 2015**

❖ Institution: kilombero Secondary School
Award: Ordinary level Secondary Education **2009 – 2013**

❖ Institution: Primary: kilombero Primary **2002– 2009'**
School Education School

Other Academic Qualification

❖ Institution: University of Computing Centre **2014**
Course: Certificate of Computer Course
Award: Certificate of Completion

Skills

❖ Management, Team building, Communication,
Networking, Adaptability, Organization, Content writing, Digital marketing and software skills.

Training / Workshop Attended

NATIONAL AVATION SERVICE COMPANY June 2018

❖ Training on handling Dangerous goods and how to handling special passengers , skills,
entrepreneurship and security awareness.

References

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Declaration

I declare that the information provided is complete and correct to the best of my knowledge. I understand that any false information supplied could lead to my application being disqualified or my discharge if I am appointed.