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**Nationality: TANZANIAN**  
**Marital status: MARRIED**

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## PROFILE

Reliable and dependable individual seeking a career in relation to technology Product development, market engagement, sales process and pipeline engagement, strategic planning, account management and business development, training and Leadership. I am Possessing exceptional customer-relation, decision-making and communication skills. Strong work ethic, professional demeanor and great initiative. I am capable of achieving personal objectives as demonstrated by my work experience within my studies at the university but also to my employer.

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## EDUCATION

### **Advance Diploma in Information Technology**

Institute of Finance Management, Tanzania  
2013

### **Advanced Certificate of Secondary School Education Examination (ACSEE)**

Muheza High School  
2010

### **Certificate of Secondary Education Examination (CSEE)**

St Anthony's secondary school  
2007

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## LANGUAGE:

**Swahili:** Native User- Oral (5/5), native user – written (5/5)

**English:** Proficient user – Oral (5/5), Proficient user – written (5/5)

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## **EXPERIENCE: XYZE general traders (Chief Sales Officer and partner) December 2022 – January 2024**

- **Strategy and planning** developing and executing sales strategies, gathering and forecasting sales performance.
- **Relationship building and collaboration** working hand in hand with other partners by being a team member in collaboration to fasten revenue growth and profitability, being a team member with marketing team to develop strategies that will boost brand recognition and help company reaching sales goals
- **Leadership and supervision** creating a sound organization structure and well-designed territory and account management plan that's allow sales reps to achieve their quotas by assessing, implementing, and reporting on sales strategies that will bring in more revenue.
- **Customer advocacy** drive company customer acquisition strategy with positive and efficient customer experience from initial engagement through closing the deal, creating customer journey that fits customer requirements and proper pipeline

format

- **Hiring and retention** In charge of hiring, developing and retaining Sales reps, working hand in hand with HR department to develop a comprehensive process for attracting, on boarding and mentoring top sales talents
- **CRM custodian**

**Fasthub solutions limited (Sales Manager) September 2021 – November 2022**

- Responsible for sales, marketing and leadership
- Responsible for sales, service, clients, account management and support
- Accountable for sales quota, participating in setting sales targets, allocating sales teams and meeting of sales targets
- Accountable for departmental and individual scorecards
- Sales process custodian
- Responsible for product-market fit
- Tracking, leads created and leads worked
- Sales performance report
- Sales pipeline and review
- Product demand generation
- CRM custodian

**Taifa Gas Tanzania limited (Consumer Account Manager Dar es salaam, Coast, Tanga and Mtwara-Regions)(hotels, restaurants, cafeteria and schools) July 2020- August 2021**

- **Achieved the desired Revenue Target and gross addition** from bulky LPG usage accounts through opening up new business opportunities by networking within existing customer base and targeted accounts.
- **Managed Key accounts** by developing sound business relations with bulky LPG clients, represent the company as a professional in order to maximize awareness and safety of Taifa Gas LPG tanks and equipment's.
- **Customer retention**, managed to be the central point of contact for all bulky LPG sector sales related (order processing, bulk trucks release to refill gas tanks, fuel request and safety measures) within the customer portfolio.
- **Documentation and filling.** Managed to ensure that all documentations are dully updated and filled in designated areas and ready to be available whenever required.
- **Credit control.** Ensured that all bills were paid on time and as per the credit policy
- **Managed engineers and trucks drivers.** On planning the routes for LPG tanks refill, new accounts tanks installation, fuel request, safety measures, protecting company's properties
- **Regional Corporate Social Responsibility Representative.** Liase and arrange for all matters relating to the company's Corporate Social Responsibility in the region
- **Giving strategic direction to the regional teams and Zonal Sales Managers.** Closely collaborate with teams at the regional, ZSM's as well as the HQ so that both the sides are on the same platform in identifying, Qualifying and Closing the sale Leads.
- **Effective training execution for the Regional teams and HQ.** Responsible for effective and seamless planning, designing and implementation of the training plan to all team members.
- **Performance, People and Process Management.** Responsible for performance and growth of Trucks drivers and Engineers on Understanding of Consumer business to execute company vision

- **Business Development.** Responsible for increasing the client pool for the business organization especially Industries.

**Millicom International Cellular (Tigo Tanzania) Account Manager August 2017-June 2020**

- **Achieved the desired Revenue Target and gross addition** from Corporate accounts through opening up new business opportunities by networking within existing customer base and targeted accounts.
- **Managed Key accounts** by developing sound business relations with corporate client organization, represent the company as a professional in order to maximize awareness and use of Tigo Services.
- **Customer retention**, managed to be the central point of contact for all corporate sector sales related issues within the customer portfolio.
- **Documentation and filling.** Managed to ensure that all documentations are dully updated and filled in designated areas and ready to be available whenever required.
- **Credit control.** Ensured that all bills were paid on time and as per the credit policy

**Airtel Tanzania ( Corporate sales Executive) ( June 2016- July 2017)**

- **Achieved the desired Revenue Target and gross addition** from Corporate accounts through opening up new business opportunities by networking within existing customer base and targeted accounts.
- **Managed Key accounts** by developing sound business relations with corporate client organization, represent the company as a professional in order to maximize awareness and use of Tigo Services.
- **Customer retention**, managed to be the central point of contact for all corporate sector sales related issues within the customer portfolio.
- **Documentation and filling.** Managed to ensure that all documentations are dully updated and filled in designated areas and ready to be available whenever required.
- **Credit control.** Ensured that all bills were paid on time and as per the credit

**Airtel Tanzania (Data Support and Customer care) Geeks squad Project mlimani city shop**

**(August 2014 - May 2016)**

- **Smartphones Awareness.** Creating awareness on smartphones usage by training customers on how to use smartphones more than just chatting
- **Holidays Bazaars participation.** participated on holidays bazars to activate smartphones offers on new smartphones sold to push sales on devices
- **Trade Exhibition Participation.** Participated in Exhibitions to push sales and activating offers for new devices sold
- **Documentation.** Making sure all device that did not receive offer was properly documented for follow ups
- **Corporate Customers camps and visitation.** Participated in camps with account managers to help corporate customers with their smartphones and raise awareness on how to use given devices
- **Customer care and customer service**

**EXTRACURRICULAR ACTIVITIES**

Participated in research and inputs of UNI VOUCHER product, Participated in Organizing Airtel Holiday Bazaars and exhibitions, Attended training on all smartphones OS ( Samsung, Nokia and IOS)

Participated in creating Airtel Data center book club

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**REFERENCES:**

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