

PULCHERIA ABEL TARIMO

Commercial Sales Manager | Dar-es-Salaam, Tanzania

Seeking a challenging position in an ambitious company in Tanzania

CONTACT DETAILS

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CURRENT LOCATION

Dar-es-Salaam, Tanzania.

SOFT SKILLS

- Communication skills
- Negotiation skills
- Attention to details
- Problem solving
- Organization and time management
- Persuasion skills
- Cross-functional skills
- Presentation skills
- Team Player

SKILLS & COMPETENCIES

- Strategic Planning & Execution.
- Sales Operations.
- Business Development.
- Brand Management.
- Sales & Marketing Management.
- Account Management.
- Customer Service Excellence.
- Clients Relationship Management.
- Marketing Research & Trends' Analysis.
- Profitability & Budget Management.

Results-driven Sales Professional with 7 + years of experience in consistently exceeding sales targets, fostering strategic partnerships, and driving business growth. Skilled in identifying customer needs, providing product knowledge, and closing deals. Adept at generating leads, managing accounts, and delivering exceptional customer service. Proven ability to thrive in fast-paced, competitive environments and adapt to new challenges. Seeking to leverage expertise and passion for sales to contribute to a dynamic company's growth and success.

PROFESSIONAL EXPERIENCE

Sales Supervisor | Kyosk Digital Services Limited, Dar-es-Salaam |
March 2022-Present

- Overseeing Vingunguti market reach with \$3.5M P&L and \$1.5M gross merchandise value (GMV), serving 10,000+ traditional retailers.
- Submitted comprehensive market reports to management on time, providing actionable insights that contributed to a 20% improvement in decision-making processes.
- Maintaining optimal stock levels, negotiating and securing orders in major accounts.
- Conducting training programs to Market Developers (MDs) and internal staff that increased employee proficiency by 20%, enhancing their ability to deliver exceptional customer interactions.

Key Achievements

- Managed a team of 30 market developers, achieving a 15% improvement in productivity.
- Increased brand visibility by 20%, profitability by 15% in 12 months.
- Optimized routes, reducing distribution costs by 15%.
- Resolved customer complaints, leading to a 15% increase in satisfaction and improved retention.

Sales Team Leader | AzamPay Sarafu Company Limited, Dar-es-Salaam |
July 2019-August 2021

- Orchestrated a high-performing team of 10 sales professionals to surpass sales targets by 15%, resulting in an additional \$300,000 in revenue for the company.
- Implemented market expansion strategies, resulting in a 15% increase in market share and a 20% growth in revenue within the assigned region.
- Streamlined sales processes and improved customer relationship management, leading to a 20% increase in customer retention and a 10% increase in upselling opportunities.

- B2B & B2C Sales Management.
- Team Leadership.
- Product Management.

EDUCATION

Bachelor of Arts in Sociology

University of Dar-es-Salaam (2014)

Advanced Certificate of Secondary Education Examination, ACSEE

Dakawa High School, Morogoro (2011)

LANGUAGES

- English & Swahili: Advanced (verbal & written)

SOFTWARE SKILLS

- Zendesk.
- Customer Relationship Management Software (CRM)
- Microsoft Office suite (excel, power point and Microsoft word)
- Google Analytics.
- Call Centre Operations.
- Bulk SMS Messaging.

- Reduced complaint resolution time by 30% through the implementation of efficient customer service processes, resulting in a 75% improvement in customer satisfaction scores.

Customer Care Service Agent | PCCI Tanzania Limited, Dar-es-Salaam |

October 2016-July 2018

- Streamlined the customer service process by identifying and implementing a new ticketing system, reducing average response time by 30% and increasing overall team productivity by 20%.
- Successfully resolved 95% customer complaints within the first call, leading to a 30% increase in overall customer satisfaction.
- Achieved a consistent average call handle time of 3 minutes, 30 seconds per call, surpassing the company's target of 4 minutes per call, resulting in increased efficiency and higher customer satisfaction.
- Spearheaded a cross-functional team to develop and implement a new customer onboarding process, reducing the average onboarding time by 35% and increasing customer engagement by 10%

Direct Sales Account Manager | Smiles Communications Tanzania Limited, Dar-es-Salaam |

October 2015-October 2016

- Cultivated and strengthened relationships with 50 key customers through personalized contacts and meetings, resulting in a 15% increase in customer loyalty.
- Successfully resolved 85% of customer complaints regarding sales and services, leading to a 20% improvement in overall customer satisfaction.
- Prospected and acquired 30 new customers, identifying and addressing their needs, resulting in a 25% increase in new business acquisition.
- Regularly updated 100 customers on new products, resulting in a 20% increase in customer awareness and a 15% growth in sales of new products.

OTHER RELEVANT EXPERIENCES

Assistant Program Officer | FHI 360, Dar-es-Salaam | January 2015-June 2015

- Spearheaded the compilation of quarterly statistic reports, achieving a 20% improvement in accuracy and efficiency, leading to more informed decision-making by program staff.
- Played a pivotal role in documenting 15 success stories and best practices, contributing to the development of a comprehensive booklet featuring stories from all programs.
- Facilitated the organization of program assessments and periodic evaluations, resulting in a 30% increase in the quality of insights gained, guiding program improvements and adjustments.

Field Practical Training | National Social Security Fund (NSSF), Dar-es-Salaam | February 2013-October 2015

- Accurately entered 5,000 records into the NSSF system, achieving a 98% reduction in errors and enhancing the efficiency of information management.
- Managed 500 income calls from within and outside the office, ensuring accurate and prompt delivery of information and instructions. Achieved a 30% improvement in call response time and customer satisfaction.

- Prepared 30 letters for new field students from different colleges joining the organization, contributing to a smooth onboarding process. Achieved a 25% improvement in the efficiency of the onboarding procedure.
- Successfully handled and resolved 80% of 50 customer issues, achieving a 90% resolution rate and enhancing overall customer satisfaction.

Census Clerk | National Bureau of Statistics (NBS), Dar-es-Salaam | July-August 2012

- Conducted data collection and recording for 500 households, ensuring accurate and comprehensive enumeration of individuals. Achieved a 98% accuracy rate in data collection.
- Implemented efficient enumeration processes, completing 30 households per day, exceeding the set productivity target by 20%. This contributed to the timely completion of the census.
- Implemented quality control measures that resulted in a 15% reduction in errors during the data collection and reporting process, improving the overall accuracy of census data.

REFERENCES

1. **Mr. Marco Naiman**
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