
CURRICULUM VITAE-CV

HERRY NGEMERA

DAR ES SALAAM, TANZANIA

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PROFESSIONAL PROFILE

I am an articulate and dedicated professional looking to progress my career within a rewarding and Challenging environment, quick to learn and taking pride in carrying out tasks to the best of my ability. Confident Sales specialist/Business Development, successful at increasing monthly revenue using insightful marketing and sales strategies and aggressive product enhancement and development. Skilled at understanding customers and meeting needs, Further success through teamwork and dedication to excellent service provision.

WORKING EXPERIENCE

2023 FEB-

DATA SANITIZATION AND SALES ASSOCIATE

BANK OF AFRICA BMCE GROUP TANZANIA

- Liaised with potential customers to determine needs and provide recommendations.
- Shared comprehensive brand and product knowledge to maximize sales.
- Executed complete sales cycle process, from prospecting through to contract negotiations and closing.
- Prepared quotes with accurate and competitive pricing to drive conversion.
- Handled credit and debit card payment processing to complete purchasing experience.
- Secured new clients through targeted prospecting and networking.
- Demonstrated products to show potential buyers benefits and advantages and encourage purchases.
- Exceeded sales quotas and obtained high profit margins by using unique strategies to sell products.
- Researched new products, market trends and technology to stay abreast with latest updates.

- Maintained comprehensive brand and product and product knowledge to maximize sales opportunities and meet set targets.
- Customer retention management and customer relations management.
- SME sales and Corporate sales B2B/ B2C.
- Checkoff sales.

2021 JAN-2023 JAN

SALES CONSULTANT

SIMBANET CO LTD

- Prepared quotas with accurate and competitive pricing to drive conversion.
- Secured new clients through targeted prospecting and networking,
- Documented orders and facilitated delivery following special requests of customers to increase loyalty and retention.
- Used social media platforms to reach out to prospective clients and cultivate strong ties.
- Executed complete sales cycle process from prospecting through to contract negotiations and closing.
- Registered information and details of customer on database and submitted proper documents for sale to preserve accurate records.
- Oversaw contract negotiations and closings to manage complete sales cycle process.
- Developed engaging sales pitches to promote products and services of company.
- Studied competitors to identify next strategies and areas requiring improvement.
- Maintained comprehensive brand and product knowledge to maximize sales opportunities and meet set targets.

2018 MAY-DEC 2020

DIRECT SALES AGENT

BANCABC TANZANIA

- Received excellent customer feedback with clients noting high degree of proficiency in product knowledge and prompt correspondence.
- Delivered comprehensive product demonstrations to clients both face to face and via zoom meetings.

- Conducted robust competitor analysis of sales channels and product features.
- Contributed to increased sales across departments, connecting existing clients with colleagues and cross selling product range.
- Used exceptional organizational and time management skills to leverage relationships and increase sales.
- Trained and mentored employees to maximize team performance.
- Achieved service time and quality targets.
- Managed bookings to optimize team availability
- Exceeded goals through effective prioritization and consistent work ethic.
- Developed team communications and information for meetings.

2015 JAN- 2017 DEC

CUSTOMER SERVICE AND SALES ASSOCIATE

TANZANIA POSTAL BANK

- Handle transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks, and opening and closing of accounts
- Identify customer needs, provide information on new products and services, and direct customers to branch representatives as needed
- Reconcile cash drawers at the end of your shift, count and package coins and currency, turn in any excess or damaged currency to head teller
- Track, record, report, and store transactional information and special requests • Communicated with customers through phone calls, Online chats and emails to assess customer needs and provide solutions.
- Kept client and company files safely stored on CRM system to comply with confidentiality laws and regulations.
- Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service.
- Kept strong knowledge of product range details to efficiently answer customer questions.
- Made recommendations to management on ways to improve customer care and service.

- Contacted customers to provide updates on orders and purchases, updating CRM system with notes on conversations.
- Kept strong knowledge of company rules and policies to address returns, faulty products and delayed delivery issues.
- Built and maintained strong relationships with colleagues to help deliver exceptional customer service.
- Dealt with complex complaints and angry customers professionally and politely, resolving issues with favorable solutions.
- Encouraged customers to complete satisfaction surveys to understand areas for improvement
- Developed rapport with customers quickly to identify to identify needs and provide solutions.

CORE QUALIFICATIONS

- Customer Liaison
- Sales force specialist
- Customer Retention Management and Customer Relations Management.
- Unique Sales and marketing Strategies
- Stock counting
- Excellent Customer service
- Digital sales and Marketing specialist
- Multitasking
- Well organized
- Highly responsible and reliable
- Quality people management
- Effective promotions intel
- Excellent cash management

- Excellent Communications and negotiations abilities.
- Excellent protocol and etiquette skills

EDUCATION BACKGROUND

CENTER FOR FOREIGN RELATIONS- DAR ES SALAAM, TANZANIA

Bachelor Degree in International Relations and Diplomacy, 2020- GPA-3.8

LORD BADEN POWELL MEMORIAL HIGH SCHOOL – DAR ES SALAAM

A-Level- HGL,2012- Division two

ANDREWFAZA MEMORIAL SECONDARY SCHOOL-DAR ES SALAAM

O-Level- Business- Division three

YEMEN ENGLISH MEDIUM PRIMARY SCHOOL- DAR ES SALAAM

Basic primary certificate-2005

LANGUAGES

ENGLISH C2

SWAHILI FIRST LANGUAGE

SPANISH B1

REFEREES

1. Annastazia Bomani
Customer Service Manager Bank Of Africa
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2. Catherine Christian
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Center for Foreign Relations