

Curriculum Vitae

Personal Information	<div> <div>Full Name</div> <div>Sara Epafra Anga</div> </div> <div> <div>Date of Birth</div> <div>07th May, 1993</div> </div> <div> <div>Place of Birth</div> <div>Tanga.</div> </div> <div> <div>Gender</div> <div>Female.</div> </div> <div> <div>Marital Status</div> <div>Single.</div> </div> <div> <div>Nationality</div> <div>Tanzanian.</div> </div> <div> <div>Religion</div> <div>Christian.</div> </div> <div> <div>Language</div> <div>English and Swahili</div> </div> <div> <div>Contacts</div> <div>Phone; + 255 (0) 745 400 487</div> <div>Email Address sarah.anga95@gmail.com</div> </div>
Personal Profile	<p>A self-committed individual, with a thirst to gain new skills that would improve my knowledge. I am reliable when given a task within my reach, flexible in attaining new roles for the sake of professionalism maturity and confident in cooperating with different types of ethnic groups, peers and my fellow working colleagues. A young and quick learner, with an ability to adopt any environment who can work under pressure.</p>
Objective	<p>To work for a reputable and fast-growing institution; mostly associated with the public relations, marketing, branding and advertising.</p>
Education Qualifications	<p>-Bachelor's degree at University of Dar es Salaam, taking Public Relations and Advertising from 2015-2018.</p> <p>-Advance level at Rosmin High School 2013-2015.</p> <p>-Ordinary level at Canossa Secondary School 2009-2012.</p>
Practical Training EMBASSY OF UNITED STATES OF AMERICA (July 2016 to November 2016)	<p>Administrative assistant.</p> <ul style="list-style-type: none"> Organizing and scheduling staff appointments. Assisting in the report preparations. Writing and distributing emails, letters, memos and forms. Sorting and filing the documents. Planning meetings and organizing meeting venues. Handling administrative requests from the senior managers. Answering and directing phones calls. Ordering office supplies and distributing them to staff. Planning and booking staff travel arrangements.
Practical Training- FANIKIWA MICFROFINANCE BANK (July 2017 to November 2017)	<p>Sales Officer.</p> <ul style="list-style-type: none"> Generate leads and develop new customer pipeline. Participate in weekly and monthly sales meeting. Collect documents from the customers. Prepare sales related documents through sales process. Participate in marketing campaigns, promotional activities and field visits. Respond to customer enquiries through calls, emails and chats. Follow up on the feedbacks from clients and Sales Manager.

<p>Work Experience- FIRST HOUSING FINANCE TANZANIA (July 2019 to June 2021)</p>	<p>Sales Executive.</p> <ul style="list-style-type: none"> • Identify and acquire home loan applicants in line with company's policies. • Respond and follow up sales enquiries by mail, telephone and personal call visits. • Take part in promotional campaigns to generate business leads. • Communicate effectively with the clients to understand specific needs and help the credit team to structure best possible loan offer. • Prepare and take part in at least five sales presentations per week. • Build and maintain strong relationship with existing and potential clients. • Stay updated on industry trends, competitors' activities and marketing conditions. • Participate in weekly sales meeting to review performance, set sales targets and plan sales activities for the following week.
<p>Work Experience- SPENN TANZANIA (July 2021 to July 2023)</p>	<p>KYC Analyst. (Customer Service)</p> <ul style="list-style-type: none"> • Handling customers' inquiries via phone, email, chat or in-person. • Resolving requests and complaints but also escalating them when necessary. • Entering and updating customers' information to the system. • Assist customers with resolving failed transactions such as billing issues. • Provide accurate information about products and services to customers. • Analyzing KYC documents of the customers and processing data the process. • Report any suspicious activities obtained from customers' documents. • Conduct fraud investigations towards suspected accounts. • Follow up with customers to make sure the satisfaction is met through outbound calls and field visits. • Taking part in different marketing campaigns. • Identify opportunities for process improvements and share feedback with management department.
<p>Work Experience- SUFI INVESTMENTS. (August 2023 to date)</p>	<p>Administrative Officer.</p> <ul style="list-style-type: none"> • Welcoming clients and visitors to the office. • Handling incoming and outgoing calls, emails and other communications. • Ensuring the office is kept clean and organized by coordinating with cleaners. • Organizing meetings, appointments and travel arrangements for staffs. • Sorting, organizing and filing documents in their appropriate files. • Overseeing office supplies, facilities and equipment including ordering them also coordinating their repairs. • Assist with other administrative tasks such as data entry and documents preparations. • Perform general office duties such as shredding, photocopying, scanning and mailing documents. • Tracking employees working hours (signing-in & signing-out) and prepare timesheets. • Coordinating with other employees to ensure smooth office operations.

Referees

1. Dafrosa Mkami

SPENN Tanzania

Internal control manager

P.O.BOX 11106

Dar es Salaam

0714250992

dafrosaht@gmail.com

2. Reshma Shah

First housing finance Tanzania

Credit manager

P.O.BOX 11990

Dar es Salaam

0657097853

Reshma.shah@firsthousing.co.tz

3. Dr. Michael Andindilile

University of Dar es salaam

Dean

P. O BOX 35091

Dar es salaam

mandindilile@gmail.com