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CURRICULUM VITAE

1. Personal Details

Surname: Mkenda.

First Name(s): Celestine Charles.

Date of Birth: August 1st, 1997.

Gender: Male.

Marital Status: Single.

Nationality: Tanzanian.

Place of Birth: Dar Es salaam, Tanzania.

Health status: No disabilities.

Religion: Christian.

2. Contact Details

Postal Address: P.O. Box 9018, DSM, TANZANIA.

Residence: Dar Es Salaam, Tanzania.

Mobile: +255714865647 or +255756266782

E-Mail: celestinemkenda@gmail.com

3. Language Proficiency

Language 1: Swahili– Mother Tongue.

Advanced Level (Reading, Writing and speaking fluently).

Language 2: English– Second Language.

Advanced Level (Reading, Writing and speaking fluently).

4. Educational Background

**(Nov 2017 – Sep 2020): Institute of Finance Management – Dar Es Salaam,**

* Bachelor Degree in Accounting

(Jul 2015 – May 2017): Vudoi High School– Kilimanjaro, Tanzania.

* Advanced Certificate of Secondary Education Examination (ACSEE)

(Jan 2011– Nov 2014): St. Mathews' Secondary School –Pwani, Tanzania.

* Certificate of Secondary Education Examination (CSEE)

5. Skills & Attributes

* Team leader
* Budget Management & planning
* Strategic Business Planning
* Recruiting
* Sales initiation & Product launching
* Marketing
* Workforce Management
* Project Management

6. Work & Training Experience

* **Mar 2021 – Jun 2021: Collection Agent (Intern) – FINCA Microfinance Bank (Dar Es Salaam)**
* **Jun 2021 – Feb 2022: Sales Officer – FINCA Microfinance Bank (Moshi Branch)**
* **Feb 2022 – Jun 2023: Sales Executive – (Stanbic Bank) Growth Mindset Ltd (Moshi Branch)**
* **Jul 2023 – Oct 2023: Customer Service Officer – KATAVI GAMING LTD (Dar Es Salaam)**
* **Oct 2023 – Feb 2024: [Acting] Manager – KATAVI GAMING LTD (Dar Es Salaam)**
* **May 2024 – Currently: Sales Supervisor – SMART INDUSTRY LTD (Dar Es Salaam)**

7. Work Experience

Mar 2021 –Jun 2021: Collection Agent (Intern) – FINCA Microfinance Bank (Victoria Branch - Dar)

Responsibilities:

* + Monitor and report all arrangements made with delinquents/written off clients for outstanding debts payments
	+ Provide daily payment reports on normal collection and written off loans
	+ Provide advice to all late payers and negotiate a reasonable amount owing to be paid
	+ Contact all late payers/ debtors who are above 60 days and all written off clients
	+ Investigation and allocation of unidentified and lost payments
	+ Provide daily, weekly and monthly recovery report to branch manager/ branch supervisor and Head of Collections and recovery on demand
	+ Maintain confidentiality of all customer information and the company at whole

Jun 2021 – Feb 2022: Sales Officer – FINCA Microfinance Bank (Moshi Branch)

Responsibilities:

* + Conduct sales of FINCA products to new/ existing clients and opening their accounts for saving/ loans at the field/ branch.
	+ Strategically plan with Branch manager on how to increase clients, disbursements, savings and bank portfolio at whole.
	+ Submit loan applications to the credit department and provide assistance to customer challenges.
	+ Ensure customers receive fast, satisfying, and reliable service and maintain a good relationship with the customer.
	+ Market all FINCA products and services to potential clients using approved mechanisms and tools.
	+ Prepare and present sales and performance reports required by the Branch manager.
	+ Ensure all customer documentations are well managed.

Feb 2022 – Jun 2023: Sales Executive – Growth Mindset Ltd (Stanbic Bank – Moshi Branch)

Responsibilities:

* + Sale Stanbic Bank Accounts and loan products to employed customers in government sectors by opening their accounts and providing them knowledge and access to Salary loans and advances.
	+ Go to the field areas and marketize all Stanbic Bank products accessible to any government employed personnel.
	+ Report, plan and cooperate with Stanbic Branch manager along with Growth Mindset Team leaders and Manager.
	+ Advise, consult and help government employees in acquiring and understanding Salary loans provided by Stanbic Bank.
	+ Promote Growth Mindset Ltd and Stanbic Bank in a positive and healthy manner in front of customers and investors

**Jul 2023 – Oct 2023: Customer Service Officer – KATAVI GAMING LTD (Dar Es Salaam)**

**Responsibilities**:

* + Attend on all customer queries and requirements whenever needed by the customer through phone calls and social media pages and website.
	+ Attend on all queries presented by affiliates of TMichezo Tanzania whenever presented to the customer service center.
	+ Report any technical problem encountered by the customers on our (platform and services) to the Operations team for solutions
	+ Meet the monthly customer service goals and targets set by the Country Manager each month and quarterly for evaluation.

Oct 2023 — Apr 2024: [Acting] Manager — KATAVI GAMING LTD (Dar Es Salaam)

Responsibilities:

* + Oversee the Operations, Profit & Loss responsibility in the company.
	+ Supervise all operations, projects, reports and activities conducted by the company's representatives
	+ Submit weekly, monthly and quarterly reports on the customers, operations and business metrics
	+ Supervise, Find new, and Instruct all Affiliates working for TMichezo and collaborating with the Affiliate Manager in making sure the company develops
	+ Analyze, Learn on all insight of the local Tanzania Betting market and competitors. Providing proper leadership and plans to overcome our key competitors, by understanding the gaps, insight into price, odds, marketing and competitiveness.
	+ Supervise accordingly the marketing team, formulate new cost- efficient strategies to drive the company forward.
	+ Manage, plan and execute all Finance & sales activities in Tanzania to maximize sales, marketing. Evaluating and following-upon all deals, partnerships, and ongoing and after campaigns
	+ Oversee the Advertising budgets and engage better media promotions with firms and individuals involved.
	+ Supervise the Customer Service Team, Sales & Marketing Team, Finance Team, Human Resources Team, etc.
	+ Oversee the relationship with Gaming board, and comply with all the issues reported or required.
	+ Abide to all rules, procedures and regulations of KATAVI GAMING LTD
	+ Develop key performance indicators (KPI) and monitor the performance against targets to drive business results.
	+ Manage day-to-day operations of the country office, including budgeting, forecasting, and staffing decisions.

**May 2024 – Currently: Sales Supervisor – SMART INDUSTRY LTD (Dar Es Salaam)**

**Responsibilities:**

* Report directly to the Fleet & Sales Manager of the company in planning and execution of daily, weekly and monthly activities.
* Organize meetings with Sales officers & Assistant sales personnel on daily route plans, customer orders, and sales performance planning on the basis of targets set.
* Supervise all sales staff behaviour to adhere to company's ethics and rules of conduct.
* Visit key accounts customers to maintain customer relationship and assist on all queries and requests whenever needed.
* Help, Advise and Supervise Sales officers into achieving their daily & monthly targets set by the company.
* Monitor productivity and performance of Sales in accordance to implementing all company's promotions and growth.
* Supervise the Sales team and all trainings of all Sales personnel.
* Supervise all Sales merchandisers and Aid them in achieving the company's targets and goals set by the company.

8. Referee.

* Constantina Joseph,

Former Manager,

KATAVI GAMING LTD,

P.O.Box 79958 - Dar Es Salaam, Tanzania.

Phone: +255693453778

* Jamila Kingama,

Branch Treasury Officer,

FINCA MICROFINANCE BANK.

P.O.Box 1319 - Kilimanjaro, Tanzania.

Phone: +255767134948

* Saidi Chondo,

Fleet & Sales Manager,

Smart Industry Ltd.

P.O.Box 77824 - Dar Es Salaam, Tanzania.

Phone: +255694269652

9. Declaration

I **CELESTINE CHARLES MKENDA**, declare that the information provided above is true and authentic. I do understand that any false statement above may lead to the cancellation of my application and legal prosecutions against me.