

CONTACT

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EXPERIENCE

June, 2024 - To date

- **Field Recovery Representative**  
Engie Mobisol UK Ltd
  - Learned and followed all organisational policies and procedures to maintain safe professional working environment.
  - Greeted customers warmly to set tone of customer experience and provide welcoming and friendly atmosphere.
  - Provided reporting of forecast analysis and ad-horc reporting in support of decision-making.
  - Developed effective improvement with employee training programs and enforcement of safety procedures.

May, 2023 - May, 2024

- **Recovery and Marketing Manager**  
J & J Recoveries
  - Managed workflow between staff, coordinating documents, planning and creative material distribution.
  - Organized successful trade show exhibits, showcasing products or services effectively to potential customers or partners.
  - Negotiated partnership with key influencers, maximizing brand exposure in target market.
  - Maintained documentation, detailing assignments, in-progress work and completed project milestone.
  - Continually Maintained and improved company's reputation and positive image in markets served.

April, 2022 - November, 2022

- **Agency Incharge Manager**  
Yetu Microfinance Bank Plc
  - Accomplished multiple tasks within established time frames.
  - Maximized performance by monitoring daily activities and mentoring team members.
  - Cross-trained existing employees to maximize team agility and performance.
  - Improved marketing to attract new customers and promote business.
  - Streamlined workflows by identifying bottlenecks in existing systems and implementing appropriate solutions.
  - Controlled costs to keep business operating within budget and increase profit.
  - Managed and motivated employees to be productive and engaged in work.

July, 2019 - March, 2022

- **Operations and Recovery Manager**  
Maseto Auctioneer and Debt Collector Ltd
  - Coordinated efforts across multiple departments to streamline recovery activities and promote efficient use of resources.
  - Demonstrated strong negotiation skills in resolving disputes with external parties, securing favorable outcomes for clients whenever possible.
  - Improved recovery processes by implementing effective strategies and streamlining communication among team members.
  - Enhanced clients satisfaction with timely updates on recovery progress and detailed reports on completed tasks.
  - Achieved higher success rates in asset recoveries by conducting thorough investigations and utilising advanced tools.
  - Managed diverse portfolio of complex cases, balancing priorities to achieve successful outcomes across all assignments.
  - Collaborated closely with internal teams to ensure seamless execution of recovery efforts while minimising disruptions to daily operations
  - Mentored junior team members to strengthen their skills, improving overall

team performance in managing recoveries.

- Maintained accurate records of all recovery, providing a solid function for informed decision-making and future strategy adjustments.

July, 2017 - June, 2019

- **Recovery and Auctions Supervisor**

Maseto Auctioneer and Debt Collector Ltd

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Oversaw daily operations of the department, ensuring smooth workflow and timely completion of tasks.
- Mentored junior staff members in their career development, sharing knowledge from years of experience in the field.
- Improved customer satisfaction with timely response to inquiries, addressing concerns and finding effective solutions.
- Identify operational inefficiencies and implement corrective measures to increase effectiveness.
- Enhanced communication within the team by holding regular meetings and encouraging open dialogue among all members.
- Increased team productivity by implementing efficient workflows and setting clear expectations for staff members.

January, 2015 - June, 2017

- **Clients Relationship Officer**

Finca Microfinance Bank Tanzania Ltd, Dar Es Salaam

- Liaised with clients by phones and text messaging to meet clients needs and define expectations.
- Retained and grew portfolio of relationships by performing proactive, mobile and value-adding partnership role.
- Organised and led productive meetings with clients to discuss goals, review progress of repayments of loans and identify areas for improvement.
- Conducted risk assessment and generated reports before credit committee for informed decision-making.
- Collaborated with cross-functional teams to develop tailored solutions for each clients unique requirements.
- Increased client retention through regular check-ins, updates on accounts performance and sharing insights on market trends.
- Maintained and built close relationship with customers through regular contact and visits.
- Provided ongoing support and education for clients regarding various products, services, policies, procedures and more.
- Successfully collaborated with internal departments such sales, operations and compliance in order to provide exceptional end-to-end service for clients.

January, 2014 - November, 2014

- **Community Mobilization and Support Intern**

Umwema Group, Kongwa Dodoma

- Maintained organisation in managing multiple tasks concurrently while prioritising urgent requests effectively.
- Participated in cross-functional projects to improve overall company performance and strengthen interdepartment relationships.
- Provided exceptional service with prompt responses to phone calls and chat messages from clients seeking assistance.
- Demonstrated commitment to continuous learning and development by participating in industry events and webinars to update on the latest trends, and best practices in customer support.
- Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
- Enhanced customer satisfaction by promptly addressing inquiries and providing accurate information.
- Showcased versatility in adopting quickly to new software tools introduced into the work environment as part of continuous improvement efforts.
- Served as a liaison between community and technical teams, ensuring timely resolution of complex issues.

August, 2013 - September, 2013

- **Sponsorship and Program Facilitator Intern**

World Vision International Tanzania, Magole ADP, Morogoro

- Enabled smoother decision-making processes by gathering pertinent data, creating detailed reports, and presenting findings to stakeholders.
- Monitored field trips and special events to maintain safety and increased attendee retention.
- Increased overall productivity by implementing continuous improvement processes and identifying areas for optimization.
- Kept projects on schedule by managing deadline and adjusting workflows.
- Monitored project progress, identified risks and took corrective action as needed.
- Liaised between departments to facilitate communication and keep appropriate parties updated on project development.

## EDUCATION

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2013

- **Sokoine University of Agriculture**  
Bachelor of Rural Development  
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## SKILLS

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- Interpersonal communication skills
- Risks analysis and management skills
- SPSS data analysis tools skills
- Basic computer skills
- Problem solving skills

## PROJECTS

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- **Effectiveness of Programmes/Policies against Malaria in Tanzania, a case study of Morogoro Municipality**  
This was a special project study to fulfil undergraduate requirements and was submitted at Sokoine University of Agriculture and not published anywhere. The aim of the study was to measure strength of various programmes or policies in place against malaria in our country

## ACHIEVEMENTS & AWARDS

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- Certificate of recognition as best student in History subject by Milambo High school Certificate of attendance in Basic entrepreneurship and business skills, effectiveness, competence and productivity at workplace by MUEDA Certificate of recognition as a founding member of SUA GENDER CLUB

## LANGUAGES

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- 1. Jita, native language
- 2. Swahili
- 3. English

## REFERENCE

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- **Erick Tongora - Engie Mobisol UK Ltd**  
Zonal Recovery Manager  
0767317041
- **Praxeda Mipawa - World Vision International**  
Sponsorship and Programme Facilitator  
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- **Chuki Shabani Msamba - Maseto Auctioneer and Debt Collector Ltd**  
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