**NDAISABA MUDIGUZA**

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Dar es salaam, Tanzania

**PROFILE**

Born: 1988

Nationality: Tanzanian

Experienced and proactive professional with extensive experience in leadership, strategic planning, and client relations across various sectors. Demonstrates exceptional creativity, problem-solving skills, and the ability to work under pressure. Adept at managing operations independently, optimizing processes, and driving business growth. A quick learner with a commitment to excellence and continuous improvement.

**EXPERIENCE**

2023 - 2024

**General Manager,** Mai Group Company Ltd

As a General Manager with a proven track record at MAI GROUP COMPANY LIMITED, I have successfully orchestrated high-profile events, optimized operational efficiency, and fostered strong client relationships. The following were my duties and responsibilities

**Strategic Planning and Execution**:

* Develop and implement business strategies and goals to drive growth and profitability.
* Oversee the creation and execution of marketing plans and promotional activities.

**Operational Management**:

* Manage day-to-day operations of the catering business, ensuring smooth and efficient service delivery.
* Coordinate with kitchen staff, servers, and other team members to meet client expectations and maintain high standards.

**Financial Management**:

* Prepare and manage budgets, monitor financial performance, and implement cost-control measures.
* Analyze financial reports to assess profitability and identify areas for improvement.

**Client Relations**:

* Build and maintain strong relationships with clients, addressing their needs and resolving any issues.
* Oversee the planning and execution of catering events, ensuring high levels of client satisfaction.

**Staff Management**:

* Recruit, train, and supervise staff, including chefs, servers, and administrative personnel.
* Develop and implement staff schedules, performance evaluations, and training programs.

**Quality Control**:

* Ensure the highest quality of food and service by implementing and monitoring quality control procedures.
* Stay updated on industry trends and standards to continuously improve service offerings.

**Compliance and Safety**:

* Ensure compliance with health, safety, and sanitation regulations and industry standards.
* Conduct regular inspections and maintain records to ensure adherence to legal and safety requirements.

**Vendor and Supply Chain Management**:

* Manage relationships with suppliers and vendors, negotiating contracts and ensuring timely delivery of goods.
* Oversee inventory management and procurement processes.

**Event Coordination**:

* Oversee the planning, coordination, and execution of catering events, including menu selection, setup, and service.
* Address any on-site issues that arise during events to ensure a seamless experience.

**Reporting and Analysis:**

* Prepare regular reports on business performance, including sales, customer feedback, and operational metrics.
* Use data and analysis to drive decision-making and strategic improvements.

2010 to present

 **Digital Marketing Cum Audio-Visual Consultant** (Self - employed for 13 years)

* Producing audio-visual adverts for digital platforms, radio and Tv media
* Creating marketing plans for individual social media accounts
* Suggesting suitable advertising budgets for individual clients
* Advising clients on churn management versus account growth
* Creating ATL and BTL graphic campaigns for individual clients

2020-2022

**Customer Support and Sales Supervisor,** Sai Office Supplies Tanzania Limited

As the Customer Support and Sales Supervisor at Sai Office Supplies Tanzania Limited, a key player in the RAMCO Group specializing in office supplies, ICT solutions, and hardware materials, I played a pivotal role in managing client relationships and optimizing sales operations. My responsibilities included:

* **Client Relationship Management**: Acted as the primary liaison for corporate clients and wholesale buyers, ensuring exceptional service and satisfaction through efficient front-office management.
* **Communication and Coordination**: Directed multichannel communications, including online, telephone, email, and in-person interactions, to address client needs promptly and effectively.
* **Order and Logistics Oversight**: Supervised the complete order fulfillment process, from initial processing through to the delivery of goods, maintaining accuracy and efficiency in logistics.
* **Issue Resolution and Escalation**: Managed complex issues and high-value orders, escalating significant concerns directly to the CEO to ensure rapid resolution and uphold service standards.

2019-2020

**Customer Support and Sales specialist,** Zoom Tanzania

As a Customer Support and Sales Specialist at Zoom Tanzania, a company dedicated to connecting buyers and sellers through its online platform, I was instrumental in driving sales and enhancing client relationships. My role involved:

* **Sales and Client Engagement:** Conducted door-to-door sales for the online platform, effectively engaging potential customers and promoting the company’s services.
* **Client Relationship Management:** Maintained and strengthened relationships with existing clients, ensuring their ongoing satisfaction and loyalty.
* **Reporting and Analysis:** Compiled and analyzed daily, weekly, and monthly reports on new deals, renewals, and lost deals to track performance and identify trends.
* **Marketing Strategy Participation:** Contributed to marketing strategies aimed at reducing churn and fostering customer loyalty, implementing innovative approaches to enhance client retention.
* **Sales Improvement Recommendations:** Provided insights and suggestions for optimizing core sales activities, contributing to the continuous improvement of sales processes and strategies.

2018-2019

**Sales and Marketing Manager,** Prime Location Investments Ltd

As the Sales and Marketing Manager at Prime Location Investments Ltd, an established advertising and real estate agency based in Dar es Salaam, I played a key role in driving sales and strategic growth initiatives for Viwanja Tanzania. My responsibilities included:

* **Strategic Sales and Marketing**: Developed and executed comprehensive sales and marketing strategies for Viwanja Tanzania, aligning with business objectives and market trends.
* **Database Management**: Oversaw the mobilization and maintenance of a robust and competitive database of legitimate plots, ensuring accurate and up-to-date information.
* **Revenue Achievement**: Drove the achievement of sales revenue targets, focusing on meeting and exceeding business goals.
* **Business and Team Growth**: Fostered business growth and development, including managing and supporting team members to achieve organizational objectives.
* **Financial Oversight**: Ensured timely collection of sales proceeds from clients, in coordination with the accounts department, maintaining financial accuracy and efficiency.
* **Reporting and Analysis**: Prepared and submitted detailed daily, weekly, and monthly reports on sales performance and business activities, providing insights for strategic decision-making.

2016-2017

**Card Production Officer**, eCard Solutions Limited

As the Card Production Officer at eCard Solutions Limited, a leading third-party processor providing comprehensive payment solutions to banks and financial institutions, I played a crucial role in managing card production and ensuring operational efficiency. My responsibilities included:

* **Card Personalization Management**: Oversaw the receipt and processing of client bank card personalization files, ensuring accurate and timely production.
* **Application and Request Processing**: Handled card applications, replacements, and blocking requests with a focus on security and efficiency.
* **PIN and Balance Management**: Managed PIN printing, reprinting requests, and balance uploads for prepaid cards, maintaining secure financial operations.
* **Production File Preparation**: Prepared card production files and reports for client banks, supporting accurate documentation and record-keeping.
* **Reporting and Documentation**: Compiled and finalized reports on processed requests, contributing to effective operational tracking and efficiency.

2015 - 2016
**Customer Support Executive**, eCard Solutions Limited

As the Customer Support Executive at eCard Solutions Limited, I was responsible for delivering exceptional client support and ensuring the smooth operation of ATM and POS systems. My responsibilities included:

* **Client Communication**: Managed inbound and outbound client calls, providing prompt and professional support for various inquiries.
* **ATM Network Oversight**: Monitored ATM network status to ensure continuous 24/7 service, addressing operational issues as they arose.
* **POS Assistance**: Assisted merchants with POS machine configurations and operations, ensuring efficient transaction processing.
* **Operational Reporting**: Prepared daily reports on ATM statuses, client host statuses, and incoming queries, supporting effective issue resolution and operational management.

2013 - 2014

**Call Centre Agent** (Erolink-Vodacom Tanzania Limited)

As a Call Centre Agent at Erolink-Vodacom Tanzania Limited, a prominent provider of GSM communication services including voice calls, SMS, data, and electronic money transfer (Mpesa) in Tanzania, I played a vital role in supporting customers and managing technical issues. My responsibilities included:

* **Technical Support**: Provided assistance for a range of mobile data devices, including feature phones, smartphones, modems, and routers, ensuring effective resolution of technical issues.
* **Issue Reporting**: Reported network coverage issues and device malfunctions that were beyond my capability to supervisors, facilitating timely resolution and maintenance.
* **SIM Swap Support**: Executed SIM swaps following the Icap/Morpheus system procedures, ensuring accurate and efficient handling of customer requests.

2012 - 2013

**Branch Assistant Chairperson**, Dar es Salaam Mutual fund Ilala Branch

As the Branch Assistant Chairperson at Dar es Salaam Mutual Fund's Ilala Branch, I played a key role in supporting and developing group members' financial literacy and entrepreneurial skills. My responsibilities included:

* **Member Training**: Educated new members on maintaining savings and financing small businesses, fostering financial responsibility and growth.
* **Entrepreneurial Development**: Provided training in entrepreneurial skills and self-employment applications, helping members build and manage their own ventures.
* **Financial Record Keeping**: Maintained accurate financial records for the branch and prepared annual statements of affairs, ensuring transparent and reliable financial reporting.

2010 - 2011

**Assistant Teacher**, Capital Teachers’ College, Dodoma, Tanzania

As an Assistant Teacher at Capital Teachers’ College, I played a significant role in delivering academic instruction and providing guidance to students. My responsibilities included:

* **Subject Instruction**: Taught Mathematics, English, Geography, Accounting, and Biology, ensuring comprehensive and engaging educational experiences for students.
* **Counseling and Guidance**: Served as a Counseling and Guidance Teacher, offering support and advice to students on academic and personal matters, contributing to their overall development and well-being.

2009 – 2010

 **Entrepreneur**

As an Entrepreneur, I successfully managed and operated multiple local businesses in Dar es Salaam and beyond. My responsibilities included:

* **Retail Management**: Sold female shoes and clothing locally in Ilala, Dar es Salaam, overseeing all aspects of the retail process from inventory management to customer service.
* **Fish Sales**: Conducted sales of fish from Lake Nyasa in Ruvuma, managing supply chain logistics and ensuring product quality for local markets.

**EDUCATION**

2020

**Bachelor Degree of Business Administration in International Business,**

Open University, Dar es Salaam, Tanzania

2011-2013

**Diploma in Business Administration,**

Kampala International University, Dar es Salaam, Tanzania

2007-2009

**Advance Certificate for Secondary School Education,**

Pugu High school, Dar es Salaam, Tanzania

2003-2006

**Certificate for Secondary Education,**

Ngara Secondary School, Kagera, Tanzania.

1995-2002

**Primary Education, Majimaji Primary School,**

Ruvuma, Tanzania.

**TRAINING**

2022
**Digital Marketing & Audio-Visual Advertising**

* Introduction to Digital Marketing
* Programmatic Advertising: DMPs, DSPs, SSPs
* Social Media Awareness and Engagement
* Basics of Graphic Design
* Introduction to Gravitdesign, Canva, and Adobe Photoshop

2019
**Customer Support and Sales Excellence Training**

* Online Customer Support (ZOHO CRM)
* Ben Duffy Customer Approach
* Sales Organization and Churn Management
* Business Relationship Management

2018
**Strategic Sales & Marketing Planning**

* Annual Game Planning
* Monthly Marketing and Sales Plan Roll-Out
* Daily Plan Execution
* Sales Presentation and Drive Skills

2016
**Card Services**

* Card-Based Payment Systems
* Processing Card Personalization Files
* Customer Relations and Dissatisfaction Management

2015
**Customer Support**

* Customer Relations Management
* ATM Management and Monitoring

2013
**Customer Service**

* Customer Service Management
* Troubleshooting and Problem Solving
* Service Provision and Time Management
* Call Centre Systems Operations

**SOFT SKILLS**

Audio Visual production; FL Studio, Cubase (audio production softwares)

Basic Graphic Design; Adobe Photoshop, Gravitdesign, Canvas (Graphics designing)

Contact centre CRM and Operational System Skills

**Vodacom/ Erolink**

ICAP/ONE AGENT (Call centre customer support system)

MPESA (Mobile money support system)

**eCards Solutions**

SELECT (Bank Card production/ ATM monitoring)

**Zoom Tanzania**

ZOHO (Customer support and relations management)

**Sai Office Supplies Tanzania**

SAP (stock and order management system)

**REFERENCE**

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Dar es Salaam