

# BENSON MINJA

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 11419, Arusha Tanzania

## WEBSITES, PORTFOLIOS, PROFILES

- [www.mercuryhotelarusha.com](http://www.mercuryhotelarusha.com)
- <https://www.linkedin.com/in/benson-minja-a76482a8>

## SKILLS

### PROFESIONAL SKILLS

- Network Software and hardware troubleshooting
- Software Development Analysis
- Server installation and configuration
- Printers, Scanners and computer maintenance
- Multimedia skills
- Marketing and sales skills
- Leadership skills
- Good custom relation and communication.

## EDUCATION

Jr institute of Information  
Technology, CSIT  
2014

**Diploma:** Computer Science and  
Information Technology management

Mairiva Secondary School  
2010

**Certificate of secondary**

Green valley Primary  
2006  
Basic primary school certificate

## PROFESIONAL SUMMARY

Experience delivering customer service and administrative excellence, including clerical support and public interaction. Microsoft Office Packages, Networking, data entry, Digital marketing and database administration. Versatile Technical Support Representative skilled at offering clients easy-to-understand guidance and actionable advice. Positively impacts all customer interactions and engineering efforts for supported products. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## WORK HISTORY

**Dirm Group - Digital Marketing Analyst**  
09/05/2023 - To Date

- Conducting market research to identify target audiences and understand their needs and preferences.
- Developing and implementing digital marketing strategies, such as social media campaigns, email marketing, and search engine optimization (SEO).
- Creating and curating content for various digital channels, such as blog posts, social media updates, and email newsletters.
- Analyzing data and metrics to measure the success of digital marketing campaigns and make data-driven decisions
- Collaborating with other teams, such as design and development, to create effective digital marketing materials.
- Staying up-to-date with the latest trends and best practices in digital marketing, and continuously learning and improving skills.

## **Rode Company Limited - Office Assistant**

13/03/2020 - 29/11/2022

- Monitoring field operation Data entry and Report writing Tracking consumption of fuel planning vehicles movement and tracking individual trips Coaching training and mentoring colleagues

### **Summary of achievement:**

- Gain professionalism in logistic and transportation
- Customer referrals
- Working in international markets (kenya, india) also Bargaining in equipments, supplies and fuel Prices with big companies.
- Used coordination and planning skills to achieve results according to schedule.
- Monitored and optimized advertising campaigns using Google, Facebook and Bing.
- Managed marketing campaigns to cultivate brand awareness and drive website traffic.
- Provided weekly updates on digital marketing campaigns to clients, discussing strategic initiatives and methods for improvement.

## **United Nations - IT personnel**

17/01/2015 - 21/12/2015

- International criminal tribunal for Rwanda (UNICTR), team support staff responsible for delivering a high quality,
- Customer-focused professional service
- Providing the very highest level technical support And customer service to internal staff
- Systems and database backup and restore for confidential data and information
- Redirecting tickets and work orders to second level helpdesk technicians by using track-IT application
- Installation and reconfiguration of lotus notes
- Network installation and configuration
- Like local Area network installation, cisco switch configuration and configuring devices to the proxy server
- Operate the (electronic Data Processing unit) EDP Telephone support hotline
- Configuration of printer and digital senders to the network
- Providing initial first level troubleshooting and assistance to ICTR staff members

### **Summary of achievement:**

- Experience to work with the detainees and treating them as staff members
- Able to work with backup server mail server and file transfer protocol server

- Report writing to measure performance of the week

### **Tanfoam Limited - Labeling Technician**

08/03/2015 - 30/05/2015

- Responsibilities:
- Machines Troubleshooting
- Monitoring field operation
- Labeling Operation
- Improved operations through consistent hard work and dedication.

### **Mercury Hotel Arusha - Technical Operation Unit**

03/01/2012 - 29/01/2013

- Database administration
- Organizing team activities
- Monitoring field operation
- Data entry and Report writing
- Asset registration online marketing and
- Social Network marketing
- Coordinating visitors to the specified destinations

### **REFEREES:**

Dismas Malimi  
Director  
Dirm Group  
Tel:0788809966  
P.o Box 675  
Dar-es-salaam

Jackson Kiwori  
United Nations UNICTR  
Tel:0754406488  
P.O Box 8754  
Arusha

Zacharia Massay  
Managing Director  
Rode company limited  
Tel:0754505033  
P.O Box 1520  
Singida

### **LANGUAGES**

#### **German:**

Beginner (A1)

#### **Swahili:**

Bilingual or Proficient  
(C2)

#### **English:**

Advanced (C1)