

# JOEL JACKSON GWAKULA

Dar es Salaam, Tanzania  
+255 620 3784 77  
joeljackson863@gmail.com

## PROFESSIONAL SUMMARY

Reliable production team member accustomed to physically-demanding work in fast-paced environments. Meet targets consistently by working quickly and minimizing errors. Complete high-quality finished products for customers in Transport and Logistics industry.

Hardworking, skilled in meeting high-volume production targets under tight deadlines. Adaptable to dynamic situations and committed to top-quality performance. Follows appropriate PPE guidelines and safety protocols.

## SKILLS

- Administrative Support
- Corporate Communications
- Appointment Scheduling
- Travel Coordination
- Microsoft Office Specialist
- Critical Thinking
- Facilities management
- Logistics management
- Production planning
- Production scheduling
- Effective communication
- Data Collection
- Data collection processes
- Data Analytics
- Meeting planning
- Presentation Preparation
- Office Administration
- Team leadership
- Employee engagement
- Process monitoring
- Construction management
- Efficient multitasking
- Business Correspondence
- Communications management
- Client Engagement
- Computer Proficiency
- Administrative operations
- Distribution management
- Supply chain management
- Safety management
- Machine setup
- Plant safety
- Problem-solving

## EXPERIENCE

Administrative Assistant

July 2024 - Current

Vintage International Ltd | Dar es Salaam, Tanzania

- Providing exceptional customer support and ensuring a high level of client satisfaction.
- Maintained high level of knowledge regarding current promotions, discounts, or special offers available.
- Maintained customer records by updating account information in database.
- Trained new Customer Service Representatives on company policies, procedures, and best practices.
- Resolved product or service issues by clarifying customer complaints and offering appropriate solutions.
- Answered customer inquiries via phone, email, and chat.
- Utilized various software programs such as CRM systems, order management tools, and communication platforms effectively.

- Managed difficult customer situations with professionalism and empathy.
- Provided accurate information about products and services to customers.
- Escalated issues that could not be resolved independently to supervisors or managers for further assistance.
- Solicited sales of new or additional services or products.
- Contacted customers to respond to inquiries or notify of claim investigation results or adjustments.
- Maintained inventory of office supplies and placed orders.
- Managed daily office operations and maintained organized workspace.
- Proofread documents for grammar, spelling, and formatting errors before distribution.
- Assisted with event planning, including booking venues, arranging catering, and coordinating logistics.
- Trained new administrative staff members in company procedures and best practices.
- Arranged travel accommodations for employees attending conferences or business trips.
- Collaborated with team members on projects to meet deadlines efficiently.
- Created visually appealing presentations using PowerPoint or similar software programs.
- Entered data accurately into spreadsheets and databases for record-keeping purposes.
- Conducted research on various topics as requested by management.
- Prepared meeting agendas, recorded minutes, and distributed documentation to attendees.

#### Marketing Intern

July 2024 - Current

Vintage International Ltd | Dar es Salaam, Tanzania

- Assisted in the execution of impactful marketing campaigns by leveraging networking skills.
- Monitored competitors' activities to stay informed about industry trends and best practices.
- Managed customer databases by updating contact information and tracking communication history.
- Participated in brainstorming sessions to generate new ideas for campaigns or promotions.
- Created presentations for internal meetings or client pitches using PowerPoint or other presentation software.
- Tested various email marketing strategies to determine effectiveness in increasing open rates and conversions.
- Assisted with creating and implementing marketing campaigns.
- Conducted market research to identify target audiences and potential business opportunities.
- Collaborated and researched market needs and marketing strategies with product team.
- Gathered competitor data for internal product review and improvement.
- Discovered new marketing and distribution channels from campaign insights.
- Supplied recommendations after evaluating competitor, sales and marketing data.

#### Administrative Assistant

November 2023 - February 2024

National Social Security Fund (Tanzania) | Dar es Salaam, Tanzania

- Resolved customer inquiries, ensuring seamless client experiences.
- Answered customer inquiries via phone, email, and chat.
- Followed up on unresolved cases to keep customers informed of progress towards solution.
- Helped supervisor's and managers to fill out documents and forms

- Escalated issues that could not be resolved independently to supervisors or managers for further assistance.
- Trained new Customer Service Representatives on company policies, procedures, and best practices.
- Managed difficult customer situations with professionalism and empathy.
- Collaborated with other departments to ensure prompt resolution of customer concerns.
- Resolved product or service issues by clarifying customer complaints and offering appropriate solutions.

Assistant Operator

August 2023 - November 2023

ChemiCotex Industries Ltd | Dar es Salaam, Tanzania

- Assisted in machine operations and product development while enhancing communication and teamwork.
- Assisted in training new operators on proper machine usage and techniques.
- Administered machine operations and production of parts to safely meet production requirements.
- Lifted raw materials, finished products and packed items by hand or with hoists.
- Utilized appropriate personal protective equipment PPE at all times during operation.
- Communicated with supervisors regarding project progress and potential issues.
- Conducted pre-operational inspections of machinery before starting work each day.
- Trained new employees regarding machine operation, company standards and product manufacturing.
- Inspected, cleaned and sanitized work areas to remove safety hazards and reduce production errors.
- Kept track of inventory levels of necessary supplies like oil, fuel, spare parts etc., ordering more when needed.
- Transported materials and equipment to and from job sites as needed.
- Collaborated with team members to ensure smooth workflow on job sites.
- Maintained equipment by performing routine checks and repairs.
- Documented daily activities, including hours worked, materials used, and any incidents or issues encountered.
- Moved products to appropriate stations for further processing, labeling and packaging.
- Packaged, sealed and transported finished items for shipping.
- Packaged finished products into boxes, cartons, and containers for shipping to customers.
- Prepared for production runs by breaking down, assembling, and calibrating equipment.

EDUCATION		
Bachelor of Business Administration (BBA) in Marketing - Business, Management, Marketing, and Related Support Services		July 2024
Chuo Kikuu Mzumbe, Morogoro, Tanzania		
High School Diploma - Biology/Biological Sciences		May 2021
St. Joseph Cathedral High School, Dar es Salaam, Tanzania		
Secondary Education - Biology/Biological Sciences		November 2018
Livingstone Boys' Secondary School, Tanga, Tanzania		
Primary & Nursery Education		September 2018
Martin Luther School, Dodoma, Tanzania		

## REFERENCES

- Lugano Bwenda, Employee relations manager,D42, +255 782 405 406
- Mr. Lubida, Lecturer, Mzumbe University, +47 486 64 725
- Mussa Mchome, Assistant Operator, ChemiCotex, +255 675 841 312
- Nancy Massana, Assistant to CEO, Food Star Trading Tz, + 255 672 169 085

## LANGUAGE

### **English**

Upper Intermediate (B2)

### **Swahili**

Proficient (C2)



This is to certify that

*Joel Jackson Gwakula*

having satisfied all the requirements for award of the degree of

**BACHELOR OF BUSINESS ADMINISTRATION IN  
MARKETING MANAGEMENT**

**Second Class - Lower Division**

was admitted to the Degree at a Congregation held on the  
Twenty Fourth day of November in the year Two Thousand and Twenty Four

*gula*

Deputy Vice Chancellor  
(Academic, Research and Consultancy)



*ngi*

Vice Chancellor



SPONSOR: PRIVATE

BBA MKT 17311061-21



**MZUMBE UNIVERSITY**  
**SCHOOL OF BUSINESS**

Tel: 255 (0) 232931220/1/2  
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Cell: 255 (0) 754694029  
Email: mu@mzumbe.ac.tz  
Web: www.mzumbe.ac.tz



P.O Box 1 Mzumbe,  
Morogoro,  
Tanzania.



**TRANSCRIPT NO: 336929433361**

**ACCREDITATION NO.**  
HEAC.CR.No.011

**ACADEMIC TRANSCRIPT**

REGISTRATION	SURNAME	FIRST NAME	MIDDLE NAME	SEX	DATE OF BIRTH	COUNTRY	ADDRESS	NATIONAL ID/PASSPORT NO
17311061/T.21	GWAKULA	JOEL	JACKSON	M	11-08-2001	TANZANIA	DAR ES SALAAM	20010811161120000125

ADMISSION YEAR	ADMISSION NUMBER	O'LEVEL/EQUIVALENCE NUMBER	A'LEVEL/EQUIVALENCE/DIPLOMA NUMBER
2021-11-04	334870-MU-2021	S4928/0030/2018	S4692/0706/2021

PROGRAMME	ADMITTED	GRADUATED	MODE	SPONSOR
BACHELOR OF BUSINESS ADMINISTRATION IN MARKETING MANAGEMENT	2021/2022	2023/2024	FACE TO FACE	PRIVATE

**EXAMINATION RESULTS**

**FIRST YEAR 2021/2022**

SEMESTER I				
CODE	COURSE TITLE	CP	GS	GP
ACC 112	BASIC FINANCIAL ACCOUNTING	12.00	B	3.00
LAW 109	BUSINESS LAW	8.00	C	2.00
QMS 104	BUSINESS MATHEMATICS	10.00	B+	4.00
BUS 111	INTRODUCTION TO MARKETING	12.00	B	3.00
ECO 111	MICROECONOMICS	10.00	B	3.00
COM 101	STUDY SKILLS AND BUSINESS COMMUNICATION	8.00	B+	4.00
SEMESTER I GPA		60.00	3.1	
SEMESTER II				
CODE	COURSE TITLE	CP	GS	GP
QMS 105	BUSINESS STATISTICS	10.00	B+	4.00
BUS 123	ESENTIALS OF SERVICES MARKETING	10.00	B+	4.00
BUS 122	INDUSTRIAL MARKETING	12.00	B+	4.00
ECO 121	MACROECONOMICS	10.00	C	2.00
BUS 121	MARKETING INFORMATION SYSTEMS	12.00	B+	4.00
PUB 111	PRINCIPLES OF MANAGEMENT	8.00	B+	4.00
SEMESTER II GPA		62.00	3.6	
FIRST YEAR GPA		3.4		

**SECOND YEAR 2022/2023**

SEMESTER I				
CODE	COURSE TITLE	CP	GS	GP
BUS 212	CONSUMER BEHAVIOUR	10.00	B	3.00
ACC 215	COST AND MANAGEMENT ACCOUNTING	12.00	C	2.00
BUS 215	MARKETING COMMUNICATION	10.00	B	3.00
QMS 203	QUANTITATIVE METHODS	10.00	B	3.00
BUS 213	RELATIONSHIP MARKETING	10.00	B	3.00
BUS 216	SALES MANAGEMENT	10.00	B	3.00
SEMESTER I GPA		62.00	2.8	
SEMESTER II				
CODE	COURSE TITLE	CP	GS	GP
ACC 223	BASIC FINANCIAL MANAGEMENT	10.00	B	3.00
BUS 223	BUSINESS ETHICS	12.00	C	2.00
BUS 225	ENTREPRENEURSHIP AND SMALL BUSINESS MANAGEMENT	10.00	B	3.00
BUS 221	FUNDAMENTALS OF BUSINESS RESEARCH	10.00	C	2.00
DST 102	INTRODUCTION TO DEVELOPMENT THEORY AND PRACTICE	8.00	B	3.00
BUS 222	MARKETING DISTRIBUTION SYSTEMS	10.00	C	2.00
SEMESTER II GPA		60.00	2.4	
SECOND YEAR GPA		2.6		

	SEMESTER I			
CODE	COURSE TITLE	CP	GS	GP
BUS 311	INTERNSHIP	60.00	A	5.00
SEMESTER I GPA		60.00	5.0	
SEMESTER II				
CODE	COURSE TITLE	CP	GS	GP
BUS 323	BRAND MANAGEMENT	10.00	B+	4.00
BUS 325	BUSINESS MODEL DEVELOPMENT AND BUSINESS PLAN	12.00	C	2.00
BUS 324	EMARKETING	10.00	C	2.00
BUS 322	INTERNATIONAL MARKETING	10.00	B+	4.00
BUS 321	STRATEGIC BUSINESS MANAGEMENT AND CONSULTING SKILLS	12.00	B	3.00
LOG 321	SUPPLY CHAIN MANAGEMENT	8.00	C	2.00
	SEMESTER II GPA	62.00	2.8	
	THIRD YEAR GPA	3.9		

DEGREE AWARD	CUMULATIVE CP	CUMULATIVE GPA	CLASSIFICATION
BACHELOR OF BUSINESS ADMINISTRATION IN MARKETING MANAGEMENT	364.00	3.3	SECOND CLASS-LOWER DIVISION

KEY SYMBOLS

GRADE	A	B+	B	C	D	E
MARKS	70 - 100	60 - 69.9	50 - 59.9	40 - 49.9	35 - 39.9	0 - 34.9
POINTS	5.0	4.0	3.0	2.0	1.0	0.0
REMARKS	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	VERY POOR

KEY TO CLASSIFICATION OF AWARD

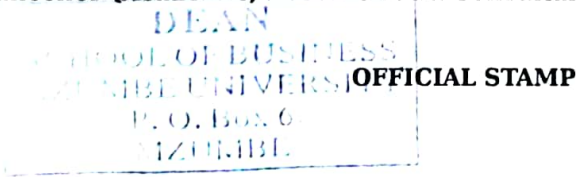
OVERALL GPA	CLASS
4.4 - 5.0	FIRST CLASS
3.5 - 4.3	SECOND CLASS- UPPER DIVISION
2.7 - 3.4	SECOND CLASS- LOWER DIVISION
2.0 -2.6	PASS



For Deputy Vice Chancellor (Academic, Research and Consultancy)

22/11/2024

Date issued







NOTIFICATION OF EXAMINATION RESULTS  
VALID UNTIL 31, DECEMBER 2021



This is to notify that JOEL JACKSON GWAKULA  
of Index No. S4692-0706 sat for an Advanced Certificate of Secondary Education Examination  
(ACSEE) held in MAY 2021 at ST. JOSEPH'S CATHEDRAL SECONDARY SCHOOL.

The following are the detailed particulars of his performance:-

SUBJECT	JOEL JACKSON GWAKULA	GRADE
GENERAL STUDIES	JOEL JACKSON GWAKULA	E (PRINCIPAL)
PHYSICS	JOEL JACKSON GWAKULA	C (PRINCIPAL)
CHEMISTRY	JOEL JACKSON GWAKULA	B (PRINCIPAL)
BIOLOGY	JOEL JACKSON GWAKULA	D (PRINCIPAL)
BASIC APPLIED MATHEMATICS	JOEL JACKSON GWAKULA	D (PRINCIPAL)
*****		
POINTS: 9 DIVISION: ONE		





The National Examinations Council of Tanzania



Certificate of Secondary Education

This is to certify that JOEL JACKSON GWAKULA

Index No. s4928-0030

sat for the Certificate of Secondary Education Examination

at LIVING STONE BOYS' SEMINARY

in NOVEMBER 2018 and qualified for the award of a

CERTIFICATE OF SECONDARY EDUCATION

in Division ONE



after attaining the following performance:-

Subject	Grade
CIVICS	C (PASS)
HISTORY	B (PASS)
GEOGRAPHY	C (PASS)
BIBLE KNOWLEDGE	C (PASS)
KISWAHILI	C (PASS)
ENGLISH LANGUAGE	B (PASS)
PHYSICS	C (PASS)
CHEMISTRY	B (PASS)
BIOLOGY	A (PASS)
BASIC MATHEMATICS	B (PASS)

\*\*\*\*\*

*[Signature]*

Chairperson



*[Signature]*

Executive Secretary

This is a secure document using special inks and paper. Hold this document to the light to verify a Giraffe which can be seen through the paper. Any alteration or amendment to this document invalidates it.

CS18283862



THE UNITED REPUBLIC OF TANZANIA

PRESIDENT'S OFFICE REGIONAL ADMINISTRATION AND LOCAL GOVERNMENT

## Secondary School Leaving Certificate

SCHOOL ST.JOSEPH'S CATHEDRAL SECONDARY SCHOOL

SCHOOL'S POSTAL ADDRESS 167 DAR ES SALAAM

1. Student's name in full JOEL JACKSON GWAKULA

2. Sex (M or F) M

3. Date or year of birth 11<sup>th</sup> AUGUST 2001

4. Nationality TANZANIAN

5. School admission number AB.0126/19

6. Date of admission to school 08<sup>th</sup> JULY 2019

7. PReM Number 2020S782418

8. Form to which admitted Form V

9. Highest form reached Form VI

10. Date of leaving school 25<sup>th</sup> MAY 2021

11. Remark GENERAL CONDUCT IS GOOD

ST.JOSEPH'S CATHEDRAL HIGH SCHOOL  
P.O. Box 167  
DAR ES SALAAM

Signature of Headmaster/Headmistress  
and official stamp



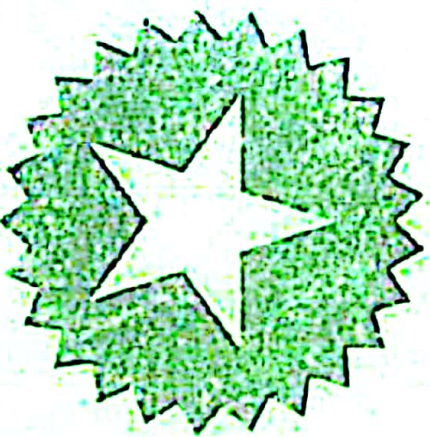


# LIVING STONE AWARDS 2018

## JOEL GWAUKULA

Has been recognized by the school as the

### BEST HUMANITARIAN



PRESENTED

BY: REV. PARK

ON THIS DAY: 27<sup>th</sup> September 2018

I AM A BLESSING TO OTHERS.

Living Stone Park Cemetery

2018.09.29

P.O. BOX 100  
Muhesa, TZ.





Certificate no: UC-337cdeb7-676b-44ed-807b-421287e0faab  
Certificate url: [ude.my/UC-337cdeb7-676b-44ed-807b-421287e0faab](https://ude.my/UC-337cdeb7-676b-44ed-807b-421287e0faab)  
Reference Number: 0004

CERTIFICATE OF COMPLETION

# The Complete Digital Marketing Guide - 25 Courses in 1

Instructors **Robin & Jesper**

**Joel Jackson**

Date **June 12, 2024**

Length **71.5 total hours**