**CASIAN CLOUDY PAGUNGIRE**📍 Mabibo, Dar es Salaam | 📞 +255 747 167 463 / +255 748 760 366  
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## Professional Summary

Dynamic and results-oriented Business Development and Sales Professional with 5+ years of experience across ICT, software, insurance, and retail sectors. Proven track record in acquiring clients, closing deals, implementing ERP solutions, and leading sales teams. Skilled in market research, customer relationship management, and training sales personnel. Known for building strong business relationships, tailoring solutions to client needs, and consistently achieving sales targets.

## Core Skills

• Business Development & Sales Strategy • ERP System Consultation • Client Acquisition & Retention

• Team Training & Supervision • ICT & Software Sales • Communication & Negotiation

• Microsoft Office Suite • Reporting & Market Feedback • Insurance Products Customization

## Professional Experience

**Sales Supervisor – Timezone Group Ltd | 2022 – 2024**

• Attended to customer needs, recommended suitable products, and built strong customer relations.

• Trained new and existing sales team members on product features and sales strategies.

• Increased sales by actively promoting new offers and contacting existing and prospective customers.

• Monitored and prepared detailed daily, weekly, and monthly sales reports for managerial decision-making.

**Business Consultant – Ultimate Solutions Tanzania | 2021 – 2022**

• Provided consultancy on ERP system solutions tailored to client business requirements.

• Delivered system demonstrations to potential clients, effectively converting leads into paying customers.

• Maintained client relationships and performed post-sale support and follow-ups.

• Reported market trends and client feedback, contributing to continuous product improvement.

**Sales Executive – MFI Managed Document Solutions | 2019 – 2020**

• Sold ICT hardware and document processing solutions to corporate and SME clients.

• Identified customer pain points and presented tailored technology solutions.

• Handled billing, customer feedback, and maintained updated client records.

• Ensured prompt resolution of customer complaints and service issues.

**Sales Freelancer – Afriland Insurance Services | 2018 – 2019**

• Reached out to potential clients through cold calls and referrals to generate leads.

• Interviewed clients to assess insurance needs and recommended policy options.

• Customized insurance programs and followed up to close deals and ensure client satisfaction.

• Maintained accurate records and reported to supervisors on market responses.

## Education

Bachelor of Business Administration in Management – University of Arusha | 2013 – 2016

Advanced Certificate of Secondary Education – Minaki High School | 2011 – 2013

Certificate of Secondary Education – Kiyongwile Secondary School | 2007 – 2010

## Training & Internships

Sales Agent Trainee – Assemble Insurance Tanzania | Dec 2021

Sales Executive Trainee – OvalTech Technologies Co. Ltd | Aug 2020

Accountant Trainee – Kibondo District Council | Jul – Sep 2015

## Academic Research Project

“Impacts of Ineffective Communication Within the Organization”

A final year research project exploring how poor communication affects organizational growth, employee performance, and decision-making. Submitted in partial fulfillment of the BBA Management degree at the University of Arusha.

## Referees

Nicas Ligombi – Iringa Municipal Council – 📞 0713 973 913

Khamis Shabani – Ifakara Health Institute – 📞 0766 591 446