

CURRICULUM VITAE

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PERSONAL INFORMATION

NAME: LUCY BATHOLOMEO

SURNAME: MAHENGE

PROFESSIONAL PROFILE

A versatile professional with a strong background in Community Development administrative, operations and financial services, backed by a bachelor degree in Gender and Development skilled in customer services, problem solving, decision making, team work and effective communication. Experienced in debt recovery, community engagement and loan processing, consistently meeting targets and maintaining compliance with policies.

EDUCATION BACKGROUND

Bachelor of Gender and Development

Mwalimu Nyerere Memorial Academy

2020 – 2023

Diploma in Community Development

Mwalimu Nyerere Memorial Academy

2017 – 2019

Certificate in Community Development

Mwalimu Nyerere Memorial Academy

2016 – 2017

Certificate of Secondary Education, Ordinary Level Secondary Education

Kambangwa Secondary School

2012 – 2015

PROFFESIONAL EXPERIECE

Singularity Microfinance (April 2023 – Dec 2023)

Key responsibility

- Debt recovery management: contact clients to recover overdue payments
- Client communication: engage with client through call and emails to discuss repayment options and address concerns
- Payment negotiations
- Record keeping: maintain accurate and up to date records of all clients interactions.
- Reporting: prepare regular reports on debt recovery progress and provides updates to management on delinquent accounts.
- Conflict resolution: resolve dispute and negotiate settlements to minimize losses while maintaining positive client relationship.
- Target achievement: consistently met monthly collection targets, contributing to the company financial performance on delinquent accounts,

Community development officer at Temeke Municipal Council (July – October 2022)

Worked as the community development officer at Temeke municipal council, assisted in planning and implementing community projects, engaging stakeholders and promoting social development initiatives, facilitate community outreach programs, address local needs and provide guidance on sustainable development practice, demonstrate strong communication, organizational, and problem solving skills to support the council goals effectively,

Administrative officer at Tanzania Medicine and Drugs Authority (TMDA) January – march 2018

Served as an administrative officer at Tanzania Food and Drug Authority, supported administrative operations, managed documentation and ensure compliance with organization policies, maintaining records and facilitating communication between departments. Demonstrate strong organization and multitasking skills to enhance operational efficiency within the organization.

Loan officer at Tanzania Presidential Fund (June – October 2017)

Worked as a loan office at Tanzania Presidential Fund, assisted in evaluating loan application, verifying client documentation and ensuring compliance with lending policies, support client in understanding loans terms, repayment schedule and financial responsibilities, demonstrate strong communication skills to facilitate efficient loan processing and maintain positive client relationship,

SKILLS

Language and communication skills

- Fluent in Swahili and English (both written and spoken)

Computer skills

- Microsoft office and social media management

Leadership skills and customer service skills

- Time management, team work, adaptability, problem solving and communication

REFERENCES

Oliver Joseph

Community Development Officer, Temeke municipal council

Email. Oliverjoseph566@gmail.com | 0655 461 059

Shina John

Human Resource Officer, TMDA

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