


GLORIA SWALO

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Education

Bachelor of Accountancy

Institute: Tanzania Institute of Accountancy (TIA)

Oct 2016 – Oct 2019

Key Skills

- Team Leadership
- Logistics Coordination
- Stakeholder Engagement
- Ability to Multitask
- Attention to Details
- Problem Solving
- Supply Chain Management

PROFESSIONAL SUMMARY

Dedicated Operations and Customer Service Professional with over four years of experience in agricultural operations, logistics coordination, and team management. Proven ability to lead cross-functional teams, manage supply chains, and optimize daily operational workflows in fast-paced environments. Experienced in coordinating distribution activities, overseeing inventory management, and ensuring seamless communication between stakeholders. Skilled in customer relations, logistics, and process improvement, with a proactive approach to problem-solving and achieving organizational goals. Adept at maintaining strong relationships with farmers, clients, and government authorities, contributing to efficient and sustainable program implementation.

Professional Relevant Training Workshops Attended

Logistics and Supply Chain Management

Organized by: Coursera (offered by Rutgers University)

Conducted: June 2023 (Online - Virtual)

Description: Covered key aspects of logistics, supply chain management, and optimizing operations.

Sales Support and Marketing Strategies

Organized by: HubSpot Academy

Conducted: February 2023 (Online - Virtual)

Description: Provided insights into supporting sales teams, guerrilla marketing tactics, and generating leads.

Data Management and Analytics

Organized by: edX (offered by Microsoft)

Conducted: January 2023 (Online - Virtual)

Description: Provided skills in managing and analyzing data, using tools for data visualization and reporting.

Advanced Inventory Management

Organized by: LinkedIn Learning

Conducted: August 2022 (Online - Virtual)

Description: Focused on inventory control, warehouse management, and stock optimization techniques.

Leadership and Team Management

Organized by: Udemmy

Conducted: October 2021 (Online - Virtual)

Description: Covered leadership skills, team management, and effective delegation strategies.

Customer Service and Complaint Handling

Organized by: Alison

Conducted: June 2021 (Online - Virtual)

Description: Included techniques for managing customer complaints, enhancing customer satisfaction, and service excellence.

Experience

Operations Coordinator

**Enjoy(Jj)Agro Growers Limited,Dar
es Salaam,Tanzania**

November 2024-March 2025

- **Logistics Management:** Coordinate transportation of agricultural products from farmers to collection centers and production facilities.
- **Operations Oversight:** Ensure smooth operations at collection centers, production facilities, and during product dispatch.
- **Staff Supervision:** Supervise and assign tasks to operations staff.
- **Inventory and Supply Chain:** Monitor inventory levels, production schedules, and supply chain activities for timely deliveries.
- **Record-Keeping:** Maintain accurate records of logistical activities, including transportation, storage, and distribution.
- **Data Management:** Oversee accurate recording of sales, production, and farmer information.
- **Performance Tracking:** Track and update operational Key Performance Indicators (KPIs) daily to ensure timely distribution and reporting.
- **Training and Capacity Building:** Assist in delivering training to beneficiaries, communities, and institutions to improve program knowledge

Administrative Assistant

One Acre Fund, Iringa, Tanzania

August 2023 - October 2024

- **Reception and Correspondence:** Manage incoming and outgoing communications, including guests, vendors, packages, and mail.
 - **Office Management:** Coordinate repairs, maintenance, and cleaning, as well as planning special events or meetings.
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- **Inventory and Asset Management:** Maintain accurate inventory records, apply inventory stickers, and manage office equipment.
 - **Petty Cash Management:** Handle petty cash transactions, including reconciliation and reporting.
 - **Project Operations:** Assist with property management, travel arrangements, and partner coordination.
 - **Procurement and Logistics:** Support the Procurement and Logistics Manager in filing project records.

Senior Customer Service and Protection Officer

One Acre Fund, Iringa, Tanzania

April 2020 – July 2023

Customer Support: Delivered high-quality customer service by addressing calls, emails, and social media inquiries, resolving customer concerns, and providing timely updates.

- **Communication and Tracking:** Managed call tracking in CRM tools such as Zendesk and Kissflow, ensuring seamless communication between clients and the internal team.

- **Follow-ups and Issue Resolution:** Coordinated follow-ups with clients and collaborated with teams to close cases and resolve support tickets promptly.

- **Training and Development:** Delivered training to enhance customer service processes and system knowledge, improving satisfaction and operational efficiency.

- **Sales Support:** Acted as a liaison between operations and sales teams, aiding in lead generation and supporting sales performance.

- **Complaint Resolution:** Addressed customer complaints and inquiries, ensuring prompt and effective resolution.

- **Client Relationship Management:** Conducted regular check-ins with clients to assess satisfaction, identify improvement opportunities, and maintain long-term relationships.

- **Customer Insights:** Gathered customer feedback, communicated insights to relevant departments, and contributed to product and service improvements.

- **Cross-Selling and Upselling:** Identified opportunities for cross-selling or upselling products and services to existing clients, boost revenue opportunities

Corporate Operations Officer

One Acre Fund, Mbeya, Tanzania

October 2019 – March 2020

- Provided quality services to clients and staff, ensuring smooth operations and effective office management.
 - Arranged transport and accommodations for visitors and staff, ensuring smooth logistics and high satisfaction.
 - Supervised drivers and office attendants, conducted performance reviews, and oversaw office vehicle management.
 - Managed office safety and security measures, including the management of fire extinguishers, first aid kits, and contracts with security companies.
 - Coordinated office meetings, events, and workshops, ensuring smooth execution and providing logistical support.
 - Oversaw inventory and storage management, ensuring accurate tracking and timely stock checks to maintain efficient distribution operations.
 - Ensured the efficient handling of administrative duties, contributing to seamless office functionality and staff productivity.
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Languages (ILR Scale):

Swahili: Native Speaker

English: Professional working proficiency in speaking, listening and writing

References

1. Hussein Majabali

Zonal Manager at Silverlands

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2. Neema Japhet

Senior Operations Manager at Enjoy Agro Growers

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3. Daniel John

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