

CURRICULUM VITAE

ROSALIAEDSONMWAIPOPO



A: PERSONAL INFORMATION

Full Name: ROSALIA EDSON MWAIPOPO
Date of Birth: 13 JULY, 1992
Sex: Female
Religion: Christian
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B: CAREER OBJECTIVE

To deliver first class service. To give full support to the company/ organization that I am attached to, with a previous background and practical workplace experience and capability that I have in Public Relations and Marketing field, in order to achieve company's/organization's goals and create mutual benefits.

I possess very essential marketing skills, customer service skills and computer skills which are basically required in any business that sells goods and/or services to its customers. I am a quick learner, so I can learn new things and adapt to my tasks quickly and produce an excellent output. I am known for being goal oriented and a well-organized team player. I'm a good communicator and offers excellent output.

Currently seeking an opportunity representing a chance to add significant value while further developing as a professional.

C: ACADEMIC QUALIFICATION

2012-2015: Bachelor of arts in Public Relations and Marketing at the St Augustine University of Tanzania (SAUT) -Mwanza.

2010-2012: Advanced Certificate of Secondary Education (ACSEE)- Igowole High School, Iringa.

2006-2009: Certificate of secondary Education Examination (CSEE) - Sangu secondary school, Mbeya.

1999-2005: Certificate of Primary School (CPEE) -Ruanda Nzovwe Primary School- Mbeya

D: WORK EXPERIENCE

CUSTOMER SERVICE AT KEDA (TANZANIA) CERAMICS COMPANY LIMITED.(MAY2024 -CURRENTLY)

Duties/Responsibilities

- Answering questions about a company's product
- Processing orders ,returns and transactions

- Developing well documented knowledge-base
- Open new customer accounts
- Resolving issues and troubleshooting technical problems
- Providing proactive customer outreach
- Handling customer complaints
- Collecting and analyzing customers feedback
- Responding to customer reviews
- Managing customers database records
- Developing and documenting knowledge into helpful content
- Applying Certificates of Origins(COO's)

MARKETING AND PROJECT COORDINATOR OFFICER AT EASTERN STAR CONSULTING GROUP (JANUARY 2024–MAY 2024)

Duties Performed

- Telesales / making calls to the clients
- Planning and developing project strategies, timelines, resource and budget by monitoring and tracking project progress and milestones.
- Reporting on sales performance and forecast to management by collaborate with other departments to ensure customer satisfaction and retention.
- Manage sales pipeline effectively
- Scheduling meetings and communicating project updates and process to team members

SALES AND MARKETING MANAGER AT WHITESTONE PROPERTY LIMITED DAR ES SALAAM (JANUARY2022- DECEMBER 2023)

Duties Performed

- Marketing and selling of the company's Service
- Researching and developing marketing opportunities and plans, understanding customers' requirements, identifying market trends while suggesting system improvement to achieve the company's marketing goals
- Implementing new sales plans advertising
- Analyzing budgets, preparing annual budgets plans, while scheduling expenditures and ensuring that the sales team meets their quotas and goals
- Maintaining good relationships with clients, understand their needs, and anticipating new marketing opportunities
- Representing Company by attending different conferences and meetings
- Developing and managing advertising campaigns , digital marketing

SALES EXECUTIVE AT NOBLE REAL ESTATE (NOVEMBER 2019- JUNE 2021)

➤ Duties Performed

- Marketing and selling of the company's Service
- Administration and secretary
- Customer Service
- Debts follow ups and collection from customers
- Report preparation and presentation
- Search and develop market opportunities as well as implementing new sales plans.
- Negotiate prices and other sales terms
- Arrange meetings with prospective buyers
- Digital marketing

ADMINISTRATIVE PERSONNEL& SECRETARY AT TANZALAND TEXTILE LIMITED (FEBRUARY2019 -NOVEMBER 2019)

Duties Performed

- Greeted visitors and customers in a welcoming manner and determined to whom and when they could speak with specific individuals
- Scheduled and coordinated meetings, appointments and arrangements for the managers and directors
- Typed documents such as correspondence, emails and prepared weekly and monthly reports for managers and directors
- Purchased and maintained office supply inventories, always being careful to adhering budgeting practices

.MARKETING OFFICER AT SURVEYING COMPANY NAME R3 COMPANY LIMITED AT KABWE MBEYA (JANUARY2017-FEBRUARY2019)

Duties Performed

- Planning, managing, and preparing the publications
- Devise marketing campaigns Distribution of publicity materials
- Organizing and distributing financial and statistical informational
- Represent the company at events
- Evaluating the effectiveness of campaigns

PRACTICAL STUDIES AT TANZANIA REVENUE AUTHORITY MBEYA FIELD(TAXPAYER EDUCATION)

Duties Performed

- To provide high quality services to taxpayers and other stakeholders.
- To conduct seminars and to give out education on their rights and obligations

- To facilitate effective communications to taxpayers and other stakeholders
- Calls and emails attendance
- Marketing activities.

G. SKILLS

Language Skills: Swahili- Fluent

English- Fluent

Computer Skills: Microsoft office (Word processing, Excel), Internet

Other Skills: Sales and marketing skills Communication skills (verbal and written) Interpersonal skills, Adaptability, Flexibility, Problem solving, Customer service management(CRM) and leadership skills, Business planning, Time management , Project management and Negotiation skills.

I: REFEREES

Miss HILDA MARKO MBILINYI

Land Officer-TANROADS

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Mr. SAMUEL NGAHY

Human Resource supervisor

GOODWILL CERAMIC TZ

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