



FREDRICK JULIUS MURO

📍 Dar es salaam, United Republic of Tanzania

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🌐 Tanzanian

National Identification Number (NIDA)

• 19930122141250000129

Professional Summary

Motivated sales professional experienced in telesales and marketing. Skilled in persuasive negotiation to close profitable product and service deals through cold and warm calling. Enthusiastic and driven to succeed against challenging targets.

Work History

02.2022 - 12.2023

Accounts and credit control

FURSA CREDIT SERVICES LTD - Dar es salaam , United Republic of Tanzania

- Contacted customers about overdue payments by phone, letter and email.
- Negotiated payment plans suitable for clients.
- Reconciled complicated accounts provided by accounting team.
- Investigated invoices, requesting appropriate evidence from suppliers.
- Monitored and responded immediately to messages and phone calls regarding credit control issues.
- Tracked outstanding debtor balances and collected incoming cash on accounts whilst maintaining good customer relationships.
- Monitored outstanding balances and followed up payments.

01.2021 - 02.2022

Operations Manager

FURSA CREDIT SERVICES LTD - Dar es salaam, Tanzania

- Liaised with management to align daily operations with overarching priorities.
- Supervised daily operations, acting as point of contact for any queries or obstacles.
- Worked constructively with sales team generating new business opportunities and supporting company growth.
- Oversaw equipment availability and maintenance to guarantee optimal operations.
- Analysed operations data to identify process gaps and successfully implement change.
- Developed, recommended and implemented strategies to improve employee work quality and speed.
- Monitored and reviewed operational performance, aiding improved

01.2017 - 02.2018

business strategy to maximise productivity.

Call Centre Agent

PCCI Group (Tigo Tanzania) - Dar es salaam , United Republic of Tanzania

- Handled high call volumes with accuracy and efficiency for optimum productivity.
- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.
- Maintained accurate knowledge of current services to provide informative customer advice.
- Managed and escalated complaints effectively, resulting in positive customer outcomes.
- Provided accurate, consistent and meaningful advice to customers to boost retention.
- Handled customer queries focused on first-call resolution.

01.2024 - Current

Business Development Manager

DIGITAL FORTUNE CORPORATION CO. LTD - Dar es salaam, Tanzania

- Generated leads to bring in new client revenue and improve bottom-line profitability.
- Reported to senior leadership on latest research on market insights, industry trends and expansion opportunities.
- Designed strategies to contribute and enhance seamless workflows across different teams and departments.
- Identified opportunities to drive business growth, diversification and expansion.

Skills

- Operations
- Communication
- Customer support
- Active listening
- Customer communications
- Telemarketing
- B2C sales
- Customer retention
- Salesforce
- Customer rapport building
- Inbound call handling
- Sales negotiation

Education

11.2012 - 11.2013

CERTIFICATE IN BANKING AND FINANCE, Banking And Finance , INSTITUTE OF FINANCE MANAGEMENT, St. Mary's High School - Dar es salaam

11.2014 - 11.2016

DIPLOMA, BANKING AND FINANCE, INSTITUTE OF FINANCE MANAGEMENT - Dar es salaam

Additional Information

- Achievements & Awards DIGITAL MARKETING FOR ENTREPRENEURS - UNESCO

Languages

English:

Fluent

French:

Intermediate

Swahili:

Native

Referees

- Courtney Christie-Vietch

Senior Financial sector regulator, Financial stability and macroeconomics expert, Former resident financial sector supervision advisor at the International Monetary Fund (IMF)

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- Richard Maridadi

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