

CURRICULUMVITAE FOR
ELIZABETH CUTHBERT BUSUMANO
ADDRESS: Dar es salaam-Tanzania
Email: busumanoelizabeth7@gmail.com
TEL: 0765175632

PERSONAL STATEMENT

I am a highly organized and confident individual who attained a bachelor's degree in Business administration and marketing management at Mzumbe university. I am a very enthusiastic and hardworking individual ready to put on hours of dedication and accurate work, if given the opportunity. I am keen to continue learning and be successful in the marketing field. Well-versed in business organization and strategies for successfully modernizing workplaces. Skilled at project support with proven history of solutions-oriented problem-solving. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

WORK EXPERIENCE

SOLANI AND CO

Field exercise from 27/03/2017 to 06/04/2017

Key accomplishments:

- Writing sales and purchases day books and preparation of VAT returns.
- Preparation of Vat returns electronically
- Preparation of payrolls and salary slips
- Preparation of semi-annual salary and withholding tax details
- Preparation of petty cash vouchers, posting entries to cash books and ledgers and preparing trial balance
- Preparation of NSSF returns.

AZANIA BANK LIMITED

Position: customer service, sales and Marketing Intern November 2022-March 2023

Key accomplishments:

- Responded to customer inquiries and provided accurate product information
- Handled customer complaints and resolved issues to ensure customer satisfaction
- Maintained and updated customer databases
- Participated in sales meetings and training sessions to enhance product knowledge

- Opened bank accounts to new customers and collect account opening fees for onward delivery to the bank
- Assisted the sales team in achieving monthly and quarterly sales targets
- Conducted product presentations and demonstrations for prospective customer
- Provided operational support
- Worked on projects using knowledge gained in classes to put together recommendations for issues.
- Performed other duties as may be assigned by supervisor from time to time.

WASSHA INC

Position; customer service officer January 2024 to date

Key accomplishments:

- Responds to customer inquiries and provided accurate product information
- Assist customers in troubleshooting issues with their products
- Providing customer education and empowerment by emphasizing sustainability and cost efficiency
- Customer relationship management by developin positive, long-term relationships with customers by providing excellent personalized service
- Assist in promoting additional products and services that may benefit customers
- Handling customer records by keeping detailed organized records of customer interctions, service requests and complaints
- Collaborated with other departments to ensure needa are met and issues are resolved efficiently.

SKILLS

- Sales and Business Development
- Market Analysis and Research
- Customer Relationship Management (CRM)
- Negotiation and Closing Skills
- Digital Marketing and Social Media Management
- Excellent Communication and Presentation Skills
- Teamwork and Collaboration skills
- sales and marketing skills
- Project management
- Leadership skills

STRENGTHS

- Ability to work under minimum supervision and team work
- Self-motivated in creating and making the desired goals realized
- Trainable and easily adapts to changes.
- Good interpersonal skills
- Attention to details

- Possess high level of integrity

EDUCATION & OTHER CREDENTIALS

Mzumbe University – Morogoro Tanzania.

Bachelor's Degree in Business Administration in Marketing Management

Weruweru Secondary School – Kilimanjaro, Tanzania.

Advanced certificate of secondary education.

Major: Economics, Commerce and Accountancy

Joyland girls Secondary School, - Kilimanjaro, Tanzania

Ordinary certificate of secondary education

Fransalian primary school-Morogoro, Tanzania

PERSONAL TRAINING AND CERTIFICATIONS

Training for life short course [certificate awarded]

Computer course [certificate awarded]

Mzumbe university research dissertation and report- The effectiveness of commercial banks in financing small and medium enterprises case study Azania bank 2022-2023

Referees:

Mr. Nuru Msite

Customer Service Officer-Azania Bank Ltd

062 674 4222.

nmsite@azaniabank.co.tz

Morogoro

Mr. INNOCENT RUKANDILA

Account payable – Tanzania Cigarette Co

+255 743 058 380

Innocent.Rukandila@iti.com

Dar Es Salaam.

Mr. Khamisi Abdi

Customer service team leader

+255762321006

Dar es Salaam.