

CURRICULUM VITAE

PERSONAL INFORMATION

Full Name: Baraka Masima

Gender: Male

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Address: P.O. Box 173 Duluti, Arusha

Nationality: Tanzanian

PROFESSIONAL SUMMARY

Motivated and experienced professional with a BSc in Agricultural Economics and Agribusiness from Sokoine University of Agriculture. Possesses over seven years of experience in Sales and Marketing, Operational Management, Customer Service, and Technical Support. Currently working as a Customer Technical Support at Software Galaxy Company (a subsidiary of Data Vision International Ltd) and client support. Strong background in customer relations, problem-solving, customer feedback collection, client engagement, accounting, and inventory control (Tally ERP9) to enhance business operations.

EDUCATION

Sokoine University of Agriculture

Bachelor of Science in Agricultural Economics and Agribusiness (2017)

WORK EXPERIENCE

Software Galaxy Company (A subsidiary of Data Vision International Ltd)

Customer Technical Support (January 2024 – Present)

- Provide technical assistance and troubleshooting support to clients using company software solutions.
- Assist customers in resolving software-related issues through remote and onsite support.
- Collaborate with the development team to report and resolve software bugs and enhancements.

- Maintain and update knowledge bases and documentation for improved client self-service.
- Train customers on system usage and new software features to enhance user experience.
- Ensure high customer satisfaction by delivering timely and efficient support.
- Collect customer feedback to improve service quality and software functionality.
- Engage with clients regularly to build strong relationships and ensure continued satisfaction.

Danken Crop-sciences Tanzania Ltd.

Regional Sales Manager (January 2019 – December 2023)

- Increased company profit by 15% by promoting and selling new agrochemical products for pest control.
- Expanded customer base by 30% through market research and targeted marketing strategies.
- Led a sales team to improve efficiency by 35% using motivational techniques.
- Trained and mentored sales team members to improve performance and achieve sales goals.
- Improved customer retention by 20% through effective relationship management.

Biddi Enterprises Limited

Sales Manager (October 2017 – December 2018)

- Increased revenue by 12% through strategic sales planning.
- Expanded market reach by opening new distribution channels in Tanzania's Southern region.
- Managed supply chain logistics for over 500MT of fertilizer and 3000L of agricultural chemicals.
- Strengthened relationships with key clients, including Tanzania Breweries Ltd.
- Coordinated the supply chain and ensured timely delivery of products to customers.

Tanzania Revenue Authority (TRA)

Tax Assistant (Internship) (January 2017 – September 2017)

- Assisted in processing taxpayer information and maintaining accurate tax records.
- Provided customer service and support in resolving tax-related inquiries.
- Worked with the audit team to analyze tax compliance and detect discrepancies.
- Helped streamline tax document handling and filing processes.

Mati Naliendele Agricultural Research Institute

Research Assistant (Internship) (July 2016 – December 2016)

- Assisted in conducting research on agricultural inputs and crop performance.
- Collected and analyzed field data for research reports and publications.
- Worked closely with scientists and researchers in implementing agricultural trials.

- Provided support in training programs for farmers on improved farming techniques.
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SKILLS

- ✓ Customer Technical Support
 - ✓ Software & IT Solutions
 - ✓ Market Research
 - ✓ Client Retention
 - ✓ Customer Feedback Collection
 - ✓ Client Engagement
 - ✓ Operational Management
 - ✓ Communication & Leadership
 - ✓ Negotiation & Closing Techniques
 - ✓ Training & Customer Education
 - ✓ Accounting & Inventory Control (Tally ERP9)
 - ✓ Tax Administration & Compliance
 - ✓ Agricultural Research & Data Analysis
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LANGUAGES

- **Swahili** (Fluent)
 - **English** (Fluent)
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REFEREES

Dr. Joseph B. Paul

Quality Assurance/Regulatory Affairs Officer

Farm Access Ltd.

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