

KELVIN STANLEY KEJO RESUME

PERSONAL INFORMATION

Nationality: Tanzanian
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PERSONAL PROFILE

Dedicated marketing officer at Suma jkt bottling ltd with, two years experience as Operational Manager, At Elie's Apartments and hotel, where, I utilize my strong analytical, administrative, management, marketing, sales, Customer experience and risk management skills to enhance efficiency and quality service. With six months of banking experience, I bring a unique perspective to financial management and operational strategy. One of my significant achievements, include, "Brand awareness Campaign", Launched a social media campaign that increased brand awareness by

80% in six months, measured through engagement metrics and follower growth.

EDUCATION BACK GROUND (2020-2024)

University: Institute of finance management (IFM)

Field of study: Bachelor of science in Insurance and Risk Management

LANGUAGE

- ◆ English-Full Professional
Fluent
- ◆ Swahili – Native

PERSONAL EXPERIENCE

1. Field practical training at Mkombozi Commercial Bank (MKCB), Mwanza Branch (Aug,2022-dec2022)

Tasks assigned

1. Selling of different insurance products provided by the

bank.

2. Assistance on provision of loans/ Lending services.
3. Claim handling and underwriting of various insurance products
4. Opening of different banking accounts.
5. Preparation of insurance policy cover.

6. Customer service desk activities
7. Application of insurance on loans installment.
8. Building an effective and positive relationship with

- customers.
9. Conducting loan appraisal techniques.
10. Reconciliation of cheque , bank statements.

2.. Operational Manager

At Elie's Apartments and

Hotel (Aug2022 -Aug2024)

(at kigamboni, Dar es

salaam, Tanzania 17106)

Tasks assigned

1. Resident Relations
Address resident inquiries and complaints promptly and organize community events to foster resident engagement.
2. Lease Management
Assist residents with lease agreements, renewals, and terminations and ensure compliance with property policies and local regulations.
3. Maintenance Coordination
Oversee maintenance requests and ensure timely responses and Liaise with maintenance staff to prioritize urgent repairs.
4. Marketing and Leasing Support
Collaborate with marketing teams to promote available units and assist in showing properties to prospective tenants.

5. Staff Training and Management
Train front desk staff and other customer facing employees and Monitor performance and conduct regular evaluations.

6. Operational Oversight
Manage daily hotel operations, including check ins or outs and ensure compliance with

7. Event Coordination
Assist in planning and executing events, such as conferences and weddings and ensure all guest needs are met during events.

8. Maintenance Oversight
Schedule and coordinate repairs and maintenance Conduct regular inspections of the property to identify issue

9. Financial Management
Collect rent and other payment Prepare budgets and financial reports Manage operation expenses and ensure timely payment to custodians

10. Property Management
Oversee property staff, if applicable(example, maintenance personal,custodians)

11. Lease Management

Prepare and execute lease agreements, ensure compliance with lease by both tenants and the property owner

3. Marketing officer at SUMA JKT BOTTLING CO. LTD (sept2024-Feb2025) (at Mguni, Dar es Salaam, Tanzania)

Tasks assigned:

1. Market Research

Conduct market analysis to identify trends, customer needs, and competitive landscape. and Gather data on potential customers and market segments.

2. Strategy Development

Develop and implement marketing strategies to promote water related products and services, and Collaborate with management to align marketing strategies with organizational goals.

3. Brand Management

Build and maintain the company's brand image in the water industry, and Ensure consistency in messaging and branding across all marketing channels.

4. Campaign Management

Plan, execute, and monitor marketing campaigns across

various platforms (digital, print, events), and Analyze campaign performance and adjust strategies as necessary.

5. Content Creation

Create informative and engaging content related to water issues, products, and services, and Manage social media accounts and engage with the community.

6. Sales Support

Work closely with the sales team to develop promotional materials and assist in lead generation, and Provide marketing support for sales pitches and presentations.

7. Regulatory Compliance

Ensure all marketing activities comply with relevant regulations and standards in the water industry.

8. Reporting and Analysis

Prepare regular reports on marketing activities, performance metrics, and market insights. also the use data analytics to refine marketing strategies and improve outcomes.

SKILLS AND QUALIFICATIONS

- Proficiency in English and Swahili
- Computer literate (Microsoft Office Programs)

TRANSFERRABLE SKILLS

1. Excellent Communication

Verbal and written communication skills for effective interaction.

2. Problem Solving

I have ability to quickly assess situations and develop effective solutions.

3. Organizational Skills

Am proficient in managing multiple tasks and prioritizing effectively.

4. Customer Centric Focus

Commitment to providing exceptional customer service and enhancing experiences.

5. Leadership and Team Management

I have experience in training and leading teams to achieve service excellence.

6. Conflict Resolution

Am good in handling complaints and resolving conflicts with professionalism.

7. Time Management

I have good ability to manage time efficiently in a fast paced environment.

8. Adaptability

Am flexible to adjust to changing circumstances and customer needs.

9. Attention to Detail

Strong focus on detail to ensure high quality service and compliance.

10. Technical Proficiency

Familiarity with property management software and other relevant technologies. Such as Appfolio, Buildium, Agoda, Airbnb, Booking.com and jiji

REFERENCE

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