

CURRICULUM VITAE

1. PERSONAL INFORMATION:

Names: Roselyne George Nyatega
Place of Birth: Dar es Salaam
Nationality: Tanzanian
Date of Birth: 5th July.2002

2. CONTACT DETAILS:

Current Residence: Kigamboni, Dar es Salaam.
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3. PROFESSIONAL PROFILE:

I am a Skilled, hardworking and self-motivated accounting expert. I have effective communication skills and I'm dedicated to maintain high quality standards.

I have strong ability based on Managing, preparation and verification of all payments, generating and providing a unique identification number to track and manage records to the company.

Skilled in sorting and managing all records payments made by company to suppliers, also processing by cross-checking and verifying data by comparing them with other sources.

Good delivered communication with customers based on their records of all transactions which includes their payment information.

Showing success in leading with employees to initiate the process of obtaining necessary materials for projects by documenting the exact items and quantities required.

Ensuring catching errors early, streamline the main audit process and improve the quality of financial reporting by preparing documents and data in advance. This leads to reduce workload for the auditors and improves internal controls and can prevent potential discrepancies.

4. EDUCATIONAL BACKGROUND

- Tanzania Institute of Accountancy - Diploma in accountancy, Dar-es-salaam 2021-2023.
- Tanzania Institute of Accountancy - Basic technician in Accountancy, Dar-essalaam 2020-2023
- Fanaka Memorial Secondary School - Certificate of Secondary Education, Dar-essalaam (CSEE) 2017- 2020
- St Mary Primary School - Certificate of primary Education, Dar-es-salaam (CPEE) 2009 – 2016

5. WORK EXPERIENCE AND MANAGEMENT:

- In 2023 - The Tanzania National Roads Agency (TANROADS) with the following responsibilities;

. **Preparation and issuing of Receipts;** Coordinating and verification of all payments that have been done successfully and ensuring it accurate information about the transactions - amount paid, date and time also compliance with regulation based on legal requirement which include tax details.

. **Preparation and issuing of control number;** Doing the process of generating and providing a unique identification number used to track, also manage record. This include collecting relevant information about transactions details, pater data and assigning the control number to the concerned system making ready for use. .

Dispatch of cheque; Ensuring the cheque is properly written and signed which includes all the correct details and after all doing verification that all approvals or

authorization are completed before dispatch, also handling the cheque directly to the recipient securely and on time.

. **Sorting and Batching of payment voucher;** Manage all record payments made by business to suppliers for various purchase orders. This is prepared by Accounting department which include purchase order and invoice.

. **Preparing order form of TRA** - Process the documents information that records all transactions which includes contact information, product description, payment information, terms and condition, order summary, order confirmation to customers.

. **Pre -Auditing;** Ability in Reviewing contracts, checking for proper authorization, verifying supporting documentation and identifying areas that might require further scrutiny during the full audit.

- Ensuring catching errors early, streamline the main audit process and improve the quality of financial reporting by preparing documents and data in advance. This leads to reduce workload for the auditors and improves internal controls and can prevent potential discrepancies.

. **Filling material requisition Form;** Submitting a document to formally request specific materials needed for a project. This includes to all employees to fill the form to request materials needed for their work.

- To initiate the process of obtaining necessary materials for a projects by documenting the exact items and quantities required.

. **Crosscheck of payment model;** Skilled in Processing of verifying data by comparing it with other sources. It's a key for auditing financial data, ensuring compliance with regulation and detecting fraudulent. This leads to increase security.

- In 2021- Airtel Tanzania Limited as Agent Customer Service issues the following responsibilities;

. **Handling Transactions**; handling all transactions (money) to customers and doing it with honesty.

. **Communication Excellence**; Maintained clear and effective communication with customers to support and resolving their issues promptly and professional.

. **Active Listening**; Practiced active listening during customer interaction to fully understand their needs and provide appropriate solution.

. **Quality service**; Provide high-quality customer service by focusing on customers to they felt heard and valued.

. **Customer Problem Resolution**: Assisted customers by troubleshooting their issues, ensuring quick and effective solutions to problems.

Key Achievements;

. **Reduce workload for the auditors**; Able to handle by reviewing contracts, checking for proper authorization, verifying supporting documentation and identifying areas that might require further scrutiny during the full audit.

. **Increase security and detecting fraudulent**; Skilled in Processing of verifying data by comparing it with other sources; In Business it's essential for auditing financial data, ensuring compliance with regulation and detecting fraudulent.

. **Strengthened Client Relationships**: Played a key role in building and maintaining strong customer relationships, contributing to long-term client retention and brand loyalty

. **Customer Satisfaction Improvement**: Consistently resolved customer issues through effective troubleshooting, leading to increased customer satisfaction and positive feedback

➤ In 2023- Silver Company Limited as A Cashier issued the following responsibilities;

1. **Handling Transactions;** Process payments from customers using cash, credit/debit cards, or other methods.
2. **Scanning Items;** Scan products accurately and ensure the correct price is charged.
3. **Customer Service;** Greet and assist customers with a friendly attitude, answering any questions.
4. **Giving Change;** Provide the correct change for cash transactions.
5. **Balancing the Cash Register;** Ensure the register has the correct amount of money at the start and end of your shift.
6. **Bagging Items;** Pack customer purchases carefully to prevent damage during transportation.
7. **Handling Refunds/Exchanges;** Process returns and exchanges according to store policy.

Key Achievements;

1. **Accurate Transactions;** Always ensures customers are charged the correct amount with minimal errors.
2. **Balanced Cash Register;** Consistently ends shifts with the correct amount of money in the register.
3. **Excellent Customer Service;** Receives praise for being friendly and helpful, improving customer satisfaction.
4. **Faster Checkout Process;** Speeds up transactions, reducing customer wait times.
5. **Efficient Refunds and Exchanges;** Handles returns and exchanges smoothly, following store policies.

REFEREES:

Names: SWETBERT MASSAWE
Position: Service Recovery,
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Names: RUMANYIKA ROGERS
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