**CURRICULUM VITAE**

**MOHAMED BAKARI**

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**SUMMARY**

Experienced professional skilled at managing daily sales floor operations to provide every customer with positive experiences. Focused on strengthening company brand and maximizing customer loyalty. Effectively partner with team members, customers and senior leadership to resolve complex situation and maintain log-term satisfaction.

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**EXPERIENCE**

**Sales Supervisor, 10/2020 – 09/2024**

**S.B.C TANZANIA Limited (Pepsi) – Kahama Shinyanga, Tanzania**

* Conducted weekly performance reviews with the sales team to ensure goals were being met.
* Assisted professionals by listening in on customer calls and suggesting techniques to close sales.
* Responded to customer inquiries and delivered appropriate information after carefully researching issues.
* Supported sale team members to drive growth and development.
* Supported sales team by monitoring daily operations and providing information and procedural guidance to staff.
* Manager inventory levels at store locations according to corporate guidelines.
* Intervened in difficult customer situations to resolve issues quickly and efficiently.
* Identified appropriate solutions to minimize issues and quickly solve problems.
* Built sales forecasts and schedules to reflect desired productivity targets.
* Planned and directed floor merchandising and display building to keep stock presentable and engaging to customers.
* Collaborated with company departments to guarantee cohesive branding and strategic product placement.
* Analyzed sales data to identify trends and adjust strategies accordingly. Collaborated with management and executives and made strategy recommendations based on insights into sales operations.
* Supervised receiving and stockroom activities to identify opportunities with inventory and prevent shrinkage.
* Implemented procedures that improved accuracy of customer orders.
* Developed and implemented sales strategies to increase customer base.



**CONTACT**

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**SKILLS**

* Sales forecasting
* Inventory management
* Visual merchandising
* Customer relationship management
* Data analysis
* Team leadership
* Sales strategy development
* Conflict resolution
* Performance management
* Market research
* Cash handling
* Strategic planning
* Analytical thinking
* Effective selling techniques
* Customer feedback analysis
* Sales campaign management
* Self-motivation
* Sales process optimization
* Sales training development
* Task delegation
* Teamwork and collaboration
* Social selling
* Price optimization

**Customer Representative, 09/2013 – 10/2020**

**S. B.C TANZANIA Limited (Pepsi) – Mwanza, Tanzania**

* Enhanced productivity and customer service levels by anticipating needs and delivering outstanding support.
* Provided excellent customer service to resolve customer complaints in a timely manner.
* Determined accurate prices for customer services, consistently searching for deals and best prices.
* Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
* Performed administrative tasks such as filling paperwork, updating databases and generating reports.
* Led on – and off – site customer support teams across multiple time zones.
* Provided exceptional customer service to ensure customer satisfaction.
* Developed positive relationships with customers through friendly interactions.
* Identified areas of improvement in customer service processes and suggested changes accordingly.
* Recommended improvements in products, service and billing methods to management to prevent future problems.
* Utilized job – related software to prepare change of address records and issue service discontinuance orders.
* Exceeded established service goals while leveraging customer service, sales and employee management best practices.
* Adjusted bills and refunded money to resolve customers’ service or billing complaints.
* Collected deposits or payments and arranged for billing.
* Assisted customers with price checks, lifting heavy items and addressing other inquiries.
* Informed customers about billing procedures, processed payments, and provided payment option setup.
* Control shortage.
* Resolved customer complaints promptly and efficiently.
* Answered customer inquiries and provided accurate information regarding products and services.

**Salesman, 10/2009 – 04/2012**

**Nyanza Bottling Co. limited (Coca-Cola) – Mwanza, Tanzania**

* Maximized sales by keeping areas tidy, fully stocked and correctly priced.
* Recognized security risks to properly handle situations.
* Identified customer needs by asking questions and advising on best solutions.
* Solicited orders from existing customers through phone calls and emails.
* Listened to customer needs to identify and recommend best products and services.
* Increased profitability and revenue by identifying customer needs and determining appropriate offerings.
* Reset store displays for special events and seasonal merchandise changes.
* Educated customers on product features and technical details to highlight benefits.
* Crated promotional materials such as brochures, flyers, catalogs and price lists.
* Solicited orders from existing customers through phone calls and emails.
* Listened to customer needs to identify and recommend best products and services.
* Increased profitability and revenue by identifying customer needs and determining appropriate offerings.
* Reset store displays for special events and seasonal merchandise changes.
* Educated customers on product features and technical details to highlight benefits.
* Created promotional materials such as brochures, flyers, catalogs and price lists.
* Addressed customer questions and concerns regarding products and services.
* Coordinated delivery schedules with logistics teams to ensure timely delivery of goods.
* Conducted market research to identify selling possibilities and evaluated customer needs actively.
* Maintained list of prospects for future marketing efforts.
* Maintained well-stocked and organized sales floor with latest merchandise to drive sustained sales revenue.

**EDUCATION AND TRAINING**

**Diploma, 10/2014**

Open University of Tanzania – Mwanza

Ordinary Diploma in Business Administration

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**CERTIFICATIONS**

* Skill Training Essential sales skills (E. S. S) (Nyanza Bottling Co. Ltd) Coca-Cola (2010).
* Training Right Execution daily (RED) (Nyanza Bottling Co. Ltd) Coca-Cola (2012).
* Certify Customer Care Skill (East Africa Productive Trainer) 2015.
* Sales capability workshop (S.B.C Tanzania Ltd Pepsi)
* Certify best Customer Representative 2015 – 2016.

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**ACCOMPLISHMENTS**

* Certify as a best Customer Representative in 2015 to 2016 for achieving the target through out the year (S. B C Tanzanian Ltd Pepsi)
* Promoted to Sales supervisor in 2020.

**REFFERENCES.**

1. Agustino Samson,

Regional Sales Manager (S.B.C Tanzania Ltd Pepsi),

Tell:- + 255 767 401 444

**Mwanza.**

1. Rajabu Jongo,

Sales Supervisor (S.B.C Tanzania Ltd Pepsi),

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**Mwanza.**

1. Hussein Mkwawa,

Zone Sales Manager (S.B.C Tanzania Ltd Pepsi),

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**Mwanza**

1. Katundu John,

Zone Manager Serengeti Breweries,
tell:- + 255 787 512 033

**Mwanza.**