

CURRICULUM VITAE

PERSONAL INFORMATION

NAME : STEPHEN EZRA MAKUMBI
NATIONALIST : TANZANIAN
POSTAL ADDRESS : P.O.BOX 31046 DAR ES SALAAM
DATE OF BIRTH : 21/MAY/1990
HOSPITAL : LUGALO
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EDUCATION BACKGROUND

INSTITUTES OF FINANCE AND MANAGEMENT (IFM)

BSC of Insurance and Risk Management (2011 – 2014)

St. ANTONY SECONDARY SCHOOL

Advance Certificate of secondary School (2009 – 2011)

LWANDAI SECONDARY SCHOOL

Ordinary Certificate of Secondary School (2005 – 2008)

OTHER PROFESSIONAL COURSES

CAMBRIDGE DEVELOPMENT INITIATIVE

Certificate of Entrepreneurship Practical Training (2015)

VODACOM COMPANY

Certificate of Customer care Service (2012)

WORKING EXPERIENCE

COMPANY: Africa Harmony Industry and Trade Limited

POSITION: Regional Sales Supervisor (FMCG) (2023)

DURATION: To date (Up Until the Present)

- To organize and supervise team so as to ensure we meet the company goals
- To recruit and build and training sales team they strong and confident awareness of the product
- Identify and pursue new business opportunities to achieve sales targets within the designated territory.
- Build and maintain strong relationship with clients through regular communication and meetings.
- Provide excellent customer service to ensure client satisfaction and loyalty
- Demonstrate in-depth knowledge of the company's products and services to effectively promote and sell to potential clients

- Stay informed about industry trends, market conditions, and competitor activities to adjust sales strategies accordingly.
- Prepare and submit daily sales report.

COMPANY: Keda (T) Ceramic Co Ltd (TWYFORD)

POSITION: Sales Supervisor

(2018-2023)

DURATION: Six-year Experience

- To distribute area target to the team and ensure that each member is meeting monthly sales
- Ensuring that product deliveries and movements are processed to Company stock management guidelines.
- Performing any adhoc duties deemed appropriate by company Directors.
- Implementing internal sales process improvement initiative
- Communicate regularly vendors, planners distributors and buyers regarding stock needs customer preference and special.

COMPANY: Startimes Media Company Limited

POSITION: Sales Assistant

(2014-2017)

DURATION: Three years Experience

- To develop and execute sales strategies to meet or exceed territorial targets.
- Prospect, identify, and qualify potential sales opportunities.
- Work on pricing strategies based on market conditions and changing area
- To utilize excellent product/solutions/services and customer knowledge to educate customers on pricing and application advantages, and how they meet customer's needs.
- To maintains a high level of customer satisfaction through increased availability or accessibility and Customer following up
- To maintain post-sale relationship/follow up. Cultivate.

COMPANY: Vodacom Company

POSITION: Customer Care Agent

(2012-2013)

DURATION: One Year Experience

- To register new customer and increase sales database
- To protect and maintain company brand through participate on promotion and advertisement activities
- To solve customer problem and to attend a calls to

AWARDED CERTIFICATE

COMPANY

YEAR

- Outstanding Employee of the year

Keda (T) Ceramic

2022

- Certificate of Service

Vodacom

2013

SKILLS

- Computer literate (Ms Office) example Excel, Word and Power Points
- Hard worker
- Self motivated
- Honest
- Fluently speaking English and Swahili
- Ability to work Under Pressure
- Ability on Decision Making
- Time Management
- Conflict resolution
- Leadership skills
- Adaptability skills

HOBBIES

- Personal fitness
- Reading books, News papers
- Swimming
- Playing football and Volley ball
- Watching News and Currently Event

REFEREES

Dr, ABDALLAH BIGHAYO SAQWARE

IFM LECTURER

P.O.BOX 3918 DAR ES SALAAM

DAVID KISANGA

STARTIMES SALES MANAGER

0717073945

P.O.BOX 33622 DAR ES SALAAM

ANGEL MWAKASEGE

VODACOM CUSTOMERCARE MANAGER

0767542626

GEOPHAS MAPUNDA

SUPERVISOR

AFRICA HARMONY INDUSTRY AND TARDE LTD

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