

CONTACT

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OBJECTIVE

Dynamic and results-oriented business professional with hands-on experience in business activities such as administration, sales and marketing, customer service, and operation. Skilled and Known for excellent communication, decision making, problem-solving, and interpersonal abilities in fast-paced environments.

EXPERIENCE

March, 2025 - Present

- **District/Project Administrator at Chato (EACOP Project)**
E360 Group Tanzania Limited
 - Responsible for the general administrative and office support operations for the Trainers.
 - Overseeing and ensuring transportation needs of Trainers, Project Affected Household (PAH) members and visitors are effectively met within the district.
 - Responsible for scheduling the meetings/trainings and ensure the trainings are implemented as planned.
 - Schedule and organize activities such as meetings, travel, conferences, and department activities for staffs in the districts. Also assist with coordination of meetings, facilities planning, and logistics as required.
 - Ensure all activities are done as per developed safety procedures and protocol.
 - Support the administration of a needs assessment survey.

February, 2025 - March, 2025

- **Direct Sales Agent**
I&M Bank
 - Promoting and Selling I&M Bank products such as accounts, loans and bancassurance.
 - Educating customers about digital financial services like iClick(internet banking), WhatsApp banking to enhance convenience and adoption.
 - Strengthening relationship with clients to improve retention and satisfaction.
 - To achieve or exceed the minimum monthly targets as per job description.

April, 2024 - January, 2025

- **Sales Person/Freelancer**
CRDB Bank
 - Promoting and Selling CRDB products such as loans and business accounts.

- Educating customers about digital financial services like Simbanking to enhance convenience and adoption.
- Strengthening relationship with clients to improve retention and satisfaction.
- To achieve or exceed the minimum monthly targets as per job description.

July, 2022 -
December, 2024

- **Assistant Administrative Officer**

Mgandi Logistics Company (T)

- Manage daily administrative tasks, including answering phones, scheduling and organizing documents.
- Ordering office supplies and managing stocks.
- Making travel and meeting arrangements, preparing documents and maintaining appropriate filing systems.
- Arranging schedules for office workers.

June, 2019 - July,
2019

- **Part Time**

Tanzania Revenue Authority (TRA)

- Conducted field visits to ensure business license compliance and supported tax education initiatives.

May, 2019 - June,
2019

- **Practical Training**

National Social Security Fund (NSSF)

- Organized and processed clients service requests, including documentation and payment processing.
- Managed data and records efficiently to ensure smooth operations.

EDUCATION

2020 - 2023

- **College of Business Education**

Bachelor's Degree in Business Administration

Upper Second

2018 - 2020

- **College of Business Administration**

Diploma in Business Administration

Upper Second

2011 - 2014

- **Loyola High School**

Ordinary Level Secondary Education

Credit

SKILLS

- Sales & Marketing
- Microsoft Office Suite(Word, Excel, Powerpoint)
- Communication & Negotiation
- Exceptional Customer Service
- Interpersonal
- Problem Solving & Decision Making
- Digital Platforms
- Leadership & Team Collaboration

INTERESTS

- Participating in Social Activities
- Reading

LANGUAGES

- Swahili
- English

ABILITIES

- Proven ability to successfully promote digital financial services and onboard customers.
Skilled at working in dynamic and fast-changing environments, with minimal supervision.
Strong adaptability to technological innovations and market trends.
Rapid learning of new tools, platforms and business concepts.

AREAS OF EXPERTIES

- Sales and Customer Service
Marketing Campaigns and Field Sales
Relationship Building
Digital Platforms Services
Operational Management and Reporting

REFERENCE

- **Madam Ester Nzinyangwa - "CRDB Bank"**
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- **Ms Miriam Manyanga - "CRDB Bank"**
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