

CURRICULUM VITAE FOR LILIAN P. MICHAEL

PERSONAL INFORMATION

Name : LILIAN PATTERN MICHAEL
Nationality : TANZANIAN
Marital status : SINGLE
Phone : +255628032370
Email : lilianpattern2001@gmail.com
Language : Fluently speaking and writing English, Swahili and Ha

PROFESSIONAL SUMMARY

Dedicated and adaptable Bachelor of Business Administration graduate with hands-on experience in finance, accounting, customer service, and online business. Skilled in payment processing, financial reporting, and customer engagement with strong computer literacy. Able to work under pressure and minimal supervision, with a proven ability to adapt to diverse working environments. Eager to contribute to organizational goals while growing professionally.

CAREER OBJECTIVES

To leverage my academic knowledge and professional experience in a dynamic and progressive organization where I can contribute to operational efficiency, customer satisfaction, and organizational development.

EDUCATION BACKGROUND

DURATION [YRS]	ACADEMIC INSTITUTION OR SCHOOL	QUALIFICATION
2021- 2024	National Institute of Transport	Bachelor Degree in Business Administration
2019-2021	Embarway Secondary School	Advanced Certificate of Secondary Education (ACSEE)
2015-2018	St. Bakanja Secondary School	Ordinary Certificate of Secondary Education
2008-2014	Kabingo Primary School	Certificate Of Primary Education

EMPLOYMENT AND WORK EXPERIENCE

CUSTOMER SERVICE & CASHIER at DAILYLIFE Company Dar es Salaam – Aug 2024 to Mar 2025

Key Responsibilities:

- Resolved customer inquiries and complaints, ensuring service satisfaction
- Supported daily sales operations and inventory management using POS
- Promoted company products and developed client relationships
- Maintained accurate sales records and reports

ONLINE SALES OFFICER at (SELF-EMPLOYED) Dar es salaam, 2023 – to date

Key Responsibilities:

- Marketed and sold clothing and accessories via social media platforms
- Managed customer inquiries, order fulfillment, and after-sales support
- Created digital content for product promotion

ACCOUNTS AND FINANCE (Field Practical) at Tanzania Electricity Supply Company (TANESCO) Kigoma - 2023

Key Responsibilities:

- Assisted in annual budgeting and financial forecasting
- Prepared accounts payable/receivable and statutory tax filings (VAT, WHT, PAYE)
- Supported monthly reconciliations and compliance checks

ACCOUNTS AND FINANCE (Field Practical) at Regional Administrative Office – Kigoma - 2022

Key Responsibilities:

- Prepared payment vouchers, petty cash statements, and cheques
- Maintained records of internet banking transactions
- Processed account payables for suppliers and creditors

TRAININGS & WORKSHOPS ATTENDED

- **Election Observation and Civic Education Support** by KIOO - Kigoma, Nov 2024
- **Leadership for Sustainable Collaboration in Networks** by EASUN/ TECDEN, March, 2024
- **Human Rights and Civic Space** by Kasulu Youth Development-Kigoma, December, 2022

KEY SKILLS

- Excellent interpersonal and communication skills
- Strong customer service orientation
- Proficient in Microsoft Word and Excel
- Entrepreneurial mindset and marketing skills
- Proficient in Point-of-Sale (POS) systems

REFEREERS

JONSON B. GAMBA Chief Accountant Regional Administrative Office – Kigoma, Mob: +255786866324	SHUKURU KILEO Accountant TANESCO - Kigoma Mob: +255758237928	ELIUD SABBATHO Lecturer -National Institute of Transport (NIT) Mob: +255652724157
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CERTIFICATION

I, LILIAN PATTERN MICHAEL certify that the information provided above is true, accurate, and reflects my skills, experience, and commitment to community development.