

## Ayubu Yusuf Sultani

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### Core Skills

Organisation, Presentation, Results-driven, Problem Solving, Leadership, Business Support, Communication, Customer Service

### Professional Profile

Motivated and results-driven Administration Officer with a strong background in operations supervision, sales, and logistics. Skilled in office management, document processing, team coordination, and customer service. Proven ability to manage administrative tasks such as budgeting, performance evaluation, and compliance with company policies. Adept in communication, scheduling, and ensuring smooth daily operations across departments. Technically proficient with Microsoft Office, email systems, and basic IT tools. Committed to maintaining organized, efficient, and service-oriented work environments.

### Career Summary

Sep 2022 – Present | ALPHA QUALITY SERVICES CO LTD

#### *Administration & Operations Supervisor*

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- Key Responsibilities
  - Oversaw administrative operations, including document handling, inventory tracking, and internal coordination.
  - Managed employee records, prepared performance reviews, and provided feedback to improve productivity.
  - Handled payroll processing for casual staff and special assignments, ensuring timely and accurate payments.
  - Maintained communication with clients, addressing inquiries, resolving issues, and ensuring service quality.
  - Coordinated the preparation of invoices and followed up on payments to ensure timely collections.
  - Verified accuracy of shipping and receiving documentation, including truck weighing before and after offloading.
  - Ensured compliance with safety and operational procedures and maintained records for audits.
  - Monitored day-to-day operational activities and supported cross-departmental workflows.

## Key Achievements

- Strengthened administrative efficiency through improved filing systems and digital documentation practices.
- Enhanced teamwork across departments, improving project turnaround time.
- Demonstrated proactive problem-solving skills that contributed to smoother daily operations.

## Feb 2022 – Aug 2022 | HOPE HOLDING COMPANY LTD

### *Sales Assistant*

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- Delivered high levels of customer satisfaction through excellent sales service.
- Maintained and restocked store inventory and organized merchandise.
- Provided product recommendations and guided customer purchasing decisions.
- Met and exceeded sales targets through upselling and cross-selling techniques.
- Managed customer relationships, handled inquiries, and gathered feedback.
- Supported visual merchandising efforts and ensured store layout optimization.
- Processed cash and card transactions, maintaining accurate financial records.
- Assisted with stock management, including receiving and counting inventory.
- Collaborated with team members to maintain store standards and operations.
- Followed all company policies and procedures related to sales and service.

## May 2021 – Jan 2022 | SINOMA EAST AFRICA CO LTD

### *Rigger*

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- Assembled temporary structures such as scaffolding on construction sites.
- Aligned and anchored machinery and managed movement of heavy equipment.
- Operated rigging gear including cranes and pulleys for material handling.
- Ensured safety during movement and positioning of heavy loads.
- Maintained compliance with safety regulations at all times.
- Inspected rigging gear to ensure safe working condition.
- Communicated with team members to coordinate rigging activities.
- Followed rigging plans for correct and secure implementation.
- Maintained and stored rigging tools and equipment properly.
- Participated in safety meetings and training sessions regularly.

## Education

- Certificate in Electrical Installation | Vocational Educational Training Authority (VETA) | 2020
- Certificate in Computing and Language (CCL) | Amani Computer Center (ACC) | 2019
- Certificate of Secondary Education Examination | Kijichi Secondary School | 2015 - 2018

## **Additional Information**

Languages: English, Swahili

Software: Microsoft Office, Outlook, Google Mail, Microsoft Windows

## **References**

- Yusuph Sultani Pembe | Crane Operator | Africa Global Logistics (AGL) | +255 787 585 481 | yusuphpembe10@gmail.com
- Imrani Dinani | Operation Manager | Mainline Carries Limited | +255 783 343 768 | imdinani@gmail.com
- Tanil Kharawak | Factory Manpower Manager | Synarge Group of Company Limited | +255 685 262 194