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TANZANIAN.

1.EDUCATION BACKGROUND

- (A) JAMES SANGU GIRLS SECONDARY SCHOOL (CSEE) 2011-2014.
- (B) TUSIIME HIGH SCHOOL (ACSEE)-2015-2017.
- (C) TANZANIA COMPUTER LITERACY CERTIFICATE-2018.
- MS.WORD
- MS.Excel
- Accesss
- ●PowerPoint
- ●Internet (E-mail)
- (D) DIPLOMA IN MARKETING AND PUBLIC RELATIONS.

AT: TANZANIA INSTITUTE OF ACCOUNTANCY.

YEAR OF COMPLETION: 2018-2020.

(E) DEGREE IN BUSINESS ADMINISTRATION.

AT: TANZANIA INSTITUTE OF ACCOUNTANCY.

YEAR OF COMPLETION: 2022-15TH JULY 2025.



2. WORKING EXPERIENCE.

(A) CUSTOMER SERVICE AND ASSISTANT LOAN OFFICER (VOLUNTEER).

AT: TANZANIA POSTAL BANK - MOROGORO BRANCH.

YEAR: JULY 2019-SEPTEMBER 2019.

- Conducted KYC checks and fraud monitoring.
- Processed loan application to all retired workers (Customers) at 95% satisfaction rate.
- Cross checking all dormant accounts.
- Opening New accounts for customers and Assisting on Mobile Banking platforms.
- Checking and tracking any incorrect Reconciliation of every Month through system.

(B) CASHIER.

AT: PATTERSON LOGISTICS COMPANY.

YEAR: JANUARY 2021-AUGUST 2022.

- Clear customer service and communication.
- Processing on milleage allowance transactions for truck drivers.
- Handling payments to some workers.
- Reconciliation and reporting.
- Oversaw daily cash transactions (Tzs 15M+ weekly) with zero discrepancies.

(C) SECRETARY AND ADMINISTRATION OFFICER.

AT: JBN AGRO PROCESSING AND ASSOCIATION COMPANY

YEAR: FEBRUARY 2023-NOVEMBER 2023

- •Answer incoming calls in a professional, courteous manner using the company's standard greeting.
- Learn how to screen calls, take accurate messages (including caller's name, number, time,



and brief message), and transfer calls correctly.

Manage the main office voicemail, retrieving and distributing messages to the appropriate

people.

Greet visitors, clients, and guests with a positive and welcoming attitude.

Notify the relevant employee that their guest has arrived.

•Ensure the reception area is tidy and presentable.

Issue visitor badges and follow any security

•Sort and distribute incoming mail and packages to the correct individuals or departments.

•Prepare outgoing mail and packages for pickup by the postal service or courier (e.g., FedEx,

UPS).

•Learn to use the office photocopier, scanner, and printer for basic tasks like copying,

scanning documents to email, and printing.

•File physical documents in the correct cabinets according to the company's filing system.

•Perform simple data entry tasks, such as updating contact lists or inputting information into

a spreadsheet under supervision.

●Begin to learn the organization's digital filing system on the shared server (e.g., Microsoft

SharePoint, Google Drive).

Assist with scheduling by looking at a manager's calendar to help find a free time for a

meeting.

Learn to schedule simple, internal meetings in a conference room using the company's

calendar software (e.g., Microsoft Outlook or Google Calendar).

Maintain stock levels of basic office supplies (pens, paper, staplers) and notify the office

manager when supplies are low.

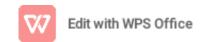
•Prepare meeting rooms before guests arrive (e.g., ensuring it's clean, that there are enough

chairs, and that the projector is working).

(D)TRACKING OFFICER

AT: MOWARA LOGISTIC COMPANY.

YEAR: DECEMBER 2023- JULY 2025



- Allocating all trips that are taking place on the system
- Tracking movement of all confirmed trucks on their trips.
- Filling on loading site in, loading site out and offloading site in and offloading site out for every trip completed on the system.
- Receiving the interchanges from truck drivers for fuel ratio and checking carefully all informations correctly through CARGO APP system.
- Daily updating of truck movement on Navirec tracking application.
- Filling deduction form for drivers with low fuel rate interchanges.
- Reporting all and any obtained incidents to Supervisor and all team.

3. ROLES PROFILE.

- Team Leadership skills.
- Problem-Solving skills.
- Tracking skills.
- Sales and marketing skills.
- Customer Relationship Management.
- Cash Management.
- Record keeping.
- Administrative skills.
- Financial Reporting.
- Attention to details
- interpersonal skills.
- Handling company issues negative and positive secretly.

4. ACHIEVEMENTS GAINED.

Trust and good relationship building.



- Data analysis and management.
- Transaction efficiency and accuracy.
- Customer interaction and problem solving.
- Good computer speed typing.
- Time management.
- Intergrity and security.
- Team Leadership and supervision.
- Proactive mindset.

5. <u>REFEREES</u>.

(A) JOSEPH BONIPHACE.

AS: MANAGING DIRECTOR.

AT: JBN AGRO AND PROCESSING ASSOCIATION.

CONTACT: +255715072273, +255744942701.

(B) SWAUMU KONDO.

AS: BRANCH OFFICE MANAGER.

AT: TANZANIA POSTAL BANK.

CONTACT: +255655802400, +255736802400.

(C) JAPHET NYAKO.

AS: HUMAN RESOURCE MANAGER.



AT: PATTERSON LOGISTICS COMPANY.

CONTACT: +255755550614.

(D) MR.SAAD

AS: HUMAN RESOURCE MANAGER.

AT: MOWARA LOGISTIC COMPANY.

CONTACT: +255746869996.