

NAME: SYLVIA JOSEPH NTILUGELEGWA,
ADDRESS: P.O.BOX:21141,
NUMBER:+255624488575, +255696968815,
EMAIL:sylviajosephntirugelegwa@gmail.com.
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 mileage 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.
- Integrity and security.
- Team Leadership and supervision.
- Proactive mindset.

5. REFEREES.

(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.

