

HASSAN SIRAJI JUMA

Business Administrator

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PROFESSIONAL PROFILE

A highly motivated and adaptable individual with a strong work ethic and exceptional interpersonal skills. I'm a fast learner who excels at working both independently and in a team setting. My professional development includes valuable internship experience where I gained a strong foundation in business administration, customer service, procurement, and finance. My key strengths include strong multitasking, time management, and problem-solving abilities. I am dedicated to using these skills to contribute to organizational success and provide a positive experience for both customers and colleagues.

KEY SKILLS & COMPETENCIES

Technical Skills:

- Microsoft Office Suite(Word, Excel, and PowerPoint) | Data Analysis | Financial Reconciliation | Inventory Management | Administrative Support
- Interpersonal Skills | Customer Service | Verbal Communication | Active Listening | Time Management | Team Leadership & Management | Fast Learner | Multitasking Skills | Collaboration
- Fluent in English and Swahili

Professional Competencies:

- Financial & Accounting Acumen | Procurement & Supply Chain | Production & Operations Management | Project Management
 - Administrative Support | Customer Service | Team Leadership | Data Analysis
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PROFESSIONAL DEVELOPMENT AND EXPERIENCE

Student Intern | PBZ BANK LTD | Dodoma, Tanzania | July 2024 - September 2024

Under **Customer department** and **Credit department** I did the following activities

- Customer Guidance and Assistance: Actively guiding and assisting customers through the process of filling out various forms, ensuring accuracy and understanding.
- Responded to customer inquiries and provided information on banking products and services, ensuring clarity and satisfaction.
- Resolved customer issues and complaints efficiently and respectfully, escalating complex cases when necessary
- Documented customer interactions and transactions accurately in the system, maintaining comprehensive records.
- Communicated effectively with customers to understand their needs and offer appropriate solutions.
- Loan Assessment and Calculation: Performing detailed calculations to determine loanability for customers, a critical step in the lending process.
- Loan Disbursement: Efficiently handling the disbursement of personal loans once approved.
- Installment Management: Preparing monthly installment schedules and managing deductions for customers' loans.
- Document Management: Meticulously filing all relevant documents to maintain organized and accessible records for all credit-related activities

Student Intern | TEMESA DODOMA | Dodoma, Tanzania | July 2023 - September 2023

As a field student in the **procurement department**, I gained hands-on experience across various critical activities

- I was actively involved in the receiving and inspection of goods and items from suppliers, ensuring that all deliveries met the required specifications and quality standards. This process was crucial for maintaining inventory accuracy and quality control. I also participated in the issuing of goods and items from the store, understanding the procedures for stock distribution and record-keeping.
- A significant part of my training included learning how to prepare cost estimations for the maintenance of customer's motor vehicles. This involved understanding the factors contributing to maintenance costs and developing accurate pricing. I also gained valuable knowledge in supplier selection, which is vital for securing reliable and cost-effective sources for goods and services.
- My responsibilities extended to administrative tasks such as preparing lubricant reports, which provided insights into consumption and inventory levels. I also assisted in the closing and balancing of the store ledger book for the financial year-ended, an essential accounting procedure for financial reconciliation.
- Furthermore, I was exposed to key strategic procurement activities. I learned about tendering and bidding processes, understanding the legal and procedural frameworks for competitive procurement. I also gained practical experience in preparing Request for Quotations (RFQs), a fundamental step in soliciting proposals from potential suppliers.

This comprehensive experience provided me with a solid foundation in procurement operations, from daily inventory management to strategic supplier engagement and financial reconciliation.

EDUCATION

- Bachelor Degree in Business Administration | National Institute Of Transport(Nit) | 2022-2025 | GPA 4.1

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Payroll Certificate – Revenue Tanzania – 2024
- PCCB Certificate – TAKUKURU – 2022

LEADERSHIP & VOLUNTEER EXPERIENCE

Class Leader (Class Monitor) | Jamhuri Secondary School, Dodoma, Tanzania | 2020 – 2022

- Led and managed daily classroom operations, ensuring an organized and conducive learning environment for peers.
- Acted as a primary liaison between students and teachers, effectively communicating needs, concerns, and academic updates.
- Developed strong organizational and problem-solving skills through managing classroom and resolving disputes

PCCB Club Member | Jamhuri Secondary School, Dodoma, Tanzania | 2020 – 2022

- Actively participated in and supported community outreach programs focused on anti-corruption awareness and ethical conduct.
- Collaborated with peers to organize awareness campaigns and educational workshops within the school and local community.
- Developed communication and teamwork skills through public speaking engagements and group initiatives.

REFERENCES

- **Name:** NELSON NESTORY MAKARI
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- **Name:** ALI THAN AWESU
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- **Name:** ABDILLAH KHAMIS ABDALLAH
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DECLARATION

I hereby declare that the information provided in this resume is true and accurate to the best of my knowledge and I take full responsibility for its accuracy.