

Suzana John Rhombo

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PROFILE SUMMARY

Results-driven Business Administration graduate with 5+ years' experience in sales, customer service, and administration. Proven ability to boost operational efficiency, expand client bases, and deliver measurable business growth. Skilled in project management, team leadership, and problem-solving. Adaptable professional who thrives under pressure and works effectively both independently and collaboratively.

KEY SKILLS

- Project & Business Management
- Administrative & Operational Support
- Sales, Marketing & Client Relationship Building
- Customer Service Excellence
- Team Leadership & Training
- Inventory and Document Management
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Problem Solving & Creative Thinking
- Driving (Valid License)

PROFESSIONAL EXPERIENCE

FAST IMPEX – Fleet & Sales Manager | June 2021 – Dec 2023

- Expanded client base by securing new business through strategic cold calls and relationship management.
- Developed and implemented marketing strategies that increased revenue and visibility.
- Tracked sales performance, prepared detailed reports, and provided actionable insights to senior management.
- Designed and executed employee incentive programs that boosted sales performance and morale.

MITSPRIT / LE GRAND – Restaurant & Admin Officer | Oct 2018 – Nov 2020

- Monitored project progress and ensured effective budget management.
- Identified and mitigated risks by implementing proactive strategies.
- Led cross-functional teams to improve service delivery and customer satisfaction.
- Collaborated with stakeholders to ensure projects were completed on time and within scope.

VODACOM TANZANIA – Customer Service Agent | July 2015 – June 2016

- Delivered high-quality customer service and established distribution networks in Lake Region.
- Resolved client logistics issues, prepared reports, and maintained customer satisfaction.
- Collaborated with team members to meet service delivery targets and improve operational efficiency.

EDUCATION & CERTIFICATIONS

- Tanzania Institute of Accountancy – Bachelor of Business Administration | 2015 – 2018
- Teofilo Kisanji University – Diploma in Business Administration | 2013 – 2015
- Teofilo Kisanji University – Certificate in Business Administration | 2011 – 2012
- Mbalizi High School – O-Level | 2008 – 2010
- HSK (Chinese Proficiency Test) – Level 1 | Score: 182

LANGUAGES

- Fluent in Kiswahili and English
- Basic Mandarin (HSK Level 1 Certified)

HOBBIES & INTERESTS

- Reading
- Drawing & Creative Design
- Traveling & Swimming
- Watching Movies
- Sharing ideas & Networking

REFERENCES

- Mr. Ramadhan Mkuna – Director, Fast Impex Co. Ltd | Tel: +255 686 422 495 | Email: mrmkuna0004@gmail.com
- Mr. Emmanuel Shayo – Sales Agent | Tel: +255 714 959 767 | Email: Evald5@live.com
- Dr. Henry G. Mkoma – Managing Director, Daywinry Co. Ltd | Tel: +255 622 222 651 | Email: daywinry2013@gmail.com