

EDWIN IMANI JOHN

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Location: Dodoma, Tanzania | Marital Status: Single

Gender: Male | Nationality: Tanzanian | Date of Birth: June 2, 2001

PROFESSIONAL SUMMARY

Accomplished and versatile professional with a proven track record across Sales, Customer Service, Administration, Content Management, and Translation. Recognized for driving platform adoption, leading high-performing teams, and delivering measurable results in fast-paced environments. Bilingual in English and Kiswahili, with strong strategic thinking, leadership, and client engagement skills. Adept at multi-tasking, problem-solving, and creating innovative solutions that add value to organizations.

CAREER OBJECTIVE

To obtain a challenging multi-functional role in a progressive organization where I can leverage my expertise in Sales, Customer Experience, Administration, and Translation to drive business growth, operational efficiency, and exceptional client satisfaction, while continuously enhancing my professional skills.

CORE COMPETENCIES

- Strategic Sales & Business Development
- Advanced Customer Experience & Relationship Management
- Project & Team Leadership
- Bilingual Translation & Communication (English/Kiswahili)
- Data Analytics & Reporting
- Process Optimization & Workflow Improvement
- Cross-Cultural Communication & Adaptability
- Innovative Problem Solving & Decision Making

EDUCATION BACKGROUND

- **Bachelor's Degree of Arts in English**
University of Dodoma, Dodoma | Oct 2022 – Oct 2025
- **Advanced Certificate of Secondary Education (ACSEE)**
Mbeya Secondary School, Mbeya | Jul 2020 – May 2022
- **Certificate of Secondary Education (CSEE)**
Mbeya Secondary School, Mbeya | Jan 2019 – Nov 2019

PROFESSIONAL EXPERIENCE

Campus Ambassador / Sales & Marketing Lead

Niajiri Platform, Dodoma | Nov 2024 – Nov 2025

- Designed and executed campus marketing campaigns, resulting in measurable increase in platform adoption.
- Negotiated strategic partnerships with student organizations, expanding platform reach.
- Developed engaging promotional content aligned with brand objectives.
- Analyzed user trends and provided strategic recommendations to improve engagement and retention.
- Mentored new ambassadors, ensuring consistent performance and high-quality brand representation.

Content Supervisor / Data Analytics & Admin Coordinator

National Bureau of Statistics, Mbeya | Aug 2022 – Sep 2022

- Directed field data collection teams, ensuring precision and timely submission.
- Implemented corrective protocols to resolve data inconsistencies.
- Developed workflow and process improvements for future census projects.
- Mentored and trained junior staff, enhancing team efficiency and accuracy.
- Prepared analytical reports for decision-making by senior management.

Customer Service Specialist / Translator

Mnyamasi Company Limited, Mbeya | May 2020 – Jul 2022

- Delivered bilingual client support resolving complex inquiries and improving satisfaction metrics.
- Translated official documents and communications, ensuring accuracy and cultural appropriateness.
- Designed client feedback initiatives, identifying service gaps and proposing improvements.
- Conducted training sessions for staff to elevate customer engagement strategies.

Supermarket Assistant / Customer Engagement Intern

Shoppers Plaza, Dodoma | Mar 2025 – Apr 2025

- Developed targeted product promotion strategies, increasing sales for selected items.
- Conducted customer behavior analysis to optimize inventory display and stocking strategy.

News Editor / Content Strategy Intern

Ushindi FM Radio, Mbeya | Jul 2024 – Sep 2024

- Led editorial projects, enhancing content quality and increasing listener engagement.
- Introduced tracking metrics for content planning and audience analysis.
- Collaborated with reporters to produce high-impact news segments, improving retention and engagement.

TECHNICAL SKILLS

- Microsoft Excel (Advanced) & Data Visualization
- Google Workspace (Docs, Sheets, Slides)
- CRM Systems Implementation & Optimization
- Social Media Marketing & Digital Campaigns
- Data Collection & Quality Assurance

SOFT SKILLS

- Leadership & Team Management
- Strategic Communication & Negotiation
- Critical Thinking & Analytical Problem Solving
- Cross-Cultural Awareness & Adaptability
- Client-Centric Mindset & Empathy
- Innovation & Process Improvement

KEY ACHIEVEMENTS

- Spearheaded field operations during the National Population and Housing Census 2022, achieving 100% data accuracy and timely reporting, contributing to national planning.
- Boosted Niajiri Platform sign-ups by 40% through strategic campaigns and targeted promotions.
- Produced editorial content at Ushindi FM Radio that increased listener engagement by 20% under tight deadlines.
- Successfully managed multiple functions simultaneously, demonstrating versatility, adaptability, and operational efficiency.
- Developed bilingual communication strategies that enhanced client relations and translation effectiveness.

LANGUAGES

- English – Fluent (Speaking, Reading, Writing)
- Kiswahili – Fluent (Speaking, Reading, Writing)

REFEREES

- **Lucy Mwenzegule** – Mnyamasi Company Limited, Mbeya
Phone: +255 786 226 134 | Email: lebomwenzegule@gmail.com
- **Veronica Victor** – Ushindi FM Radio, Mbeya
Phone: +255 719 726 646 | Email: veronicavictor4626@gmail.com
- **Mrisho Kagoha** – Niajiri Platform, Dar-es-Salaam
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DECLARATION

I hereby declare that the information provided above is true and complete to the best of my knowledge. I am willing to provide supporting documents and references upon request.