

CURRICULUM VITAE

LILIAN PROTASI SHAYO

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PROFESSIONAL COMPETENCE

A highly motivated and detail-oriented individual recent graduate a Bachelor's degree in Banking and Finance. Known for strong communication skills, teamwork, and the ability to adapt quickly in dynamic environments. Seeking opportunities to contribute meaningfully in the finance and banking industry, while continually growing professionally.

PERSONAL INFORMATION

Date of Birth : 30 July 2003

Nationality : Tanzanian.

Marital Status : Single

Gender. : female

CAREER OBJECTIVE

Seeking for an opportunity in a well-established organization to use the interpersonal skills I acquired through my academic field of study. I am an active learner and always striving for excellence in my personal and professional life. I am very flexible person having the ability to work under minimal supervision as well as able to work as a team

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EDUCATION AND TRAINING

November 2022- 2025 (recent graduate)

Bachelor of Banking and Finance Institute of Finance
Management, Tanzania.

WORK EXPERIENCE

July 2024 to September 2024

Field Practical Training at Handeni Town Council

Position: Finance officer

Major Responsibilities;

- Supported data entry and record keeping tasks
- Helped deliver training on financial literacy to local groups

- Assisted in coordinating field visits and meetings
- Participated in preparing simple financial reports
- Provided customer service and administrative support
- Worked closely with supervisors to achieve project goals

July 2023 – September 2023

Field Practical Tanzania Commercial Bank

Position: **Customer service officer**

Major Responsibilities;

- Reconciliation of Dar es salaam Marine Gateway Project Payment
- Assisted in training customers on digital banking services
- Supported customer care and service delivery
- Helped manage customer accounts and transactions
- Promoted bank services to existing and potential clients
- Collected feedback to improve training sessions

Maintained accurate records of training activities

SKILLS

- Communication skills
- Team working skills
- Computer skills in Ms Word, Ms Excel, Ms PowerPoint, Ms Publisher and Internet Access.
- Financial Analysis
- Risk Management
- Credit Analysis
- Banking Operations
- Financial Products & Services Knowledge
- Regulatory Compliance
- Customer Relationship Management
- Customer Service
- Problem-Solving
- Attention to Detail
- Time Management
- Ethical Judgment
- Analytical Thinking

LANGUAGE PROFICIENCY

- Swahili: National language (Fluent)
- English: Good (Written and spoken)

ACCOMPLISHMENTS

- Confidence to work independently on a completely new task Increased efficiency to the staff members by attending them on time.

- Re-organized something to make it work better
- Come up with a new ideas to improve things.
- Saved time for the company

INTEREST AND HOBBIES

- Research and innovation
- Reading Newspapers, Playing Football, Watching Movies, Listening to Music, and Socializing.

REFEREES

1. **Glory Mshana**

Lecturer
The Institute Of Finance Management
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2. **Geophrey w daiford**

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CERTIFICATION

I hereby certify that to the best of my knowledge and belief, this profile correctly describes my qualifications, my experiences and all about me.

Lilian Protasi Shayo