

Rebeca Jonathan Zakayo

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+ PROFESSIOINAL PROFILE

- ⦿ **Diploma:** Business Administration
- ⦿ **Management:** Junior Business Management and practices
- ⦿ **Communication:** Good in English and Swahili
- ⦿ **Trainings:** Leadership Fundamentals level 1-4, Risk and Compliance.

+ PROFESIONAL EXPERIENCE

September 2024' – Trade officer trainee, Field Attachments– Geita Municipal Council'

⦿ **Job Brief**

The role of a key account's lead is to serve as the primary point of contact between Government and Traders. The TO is in charge of identifying and educating prospective customers while supporting existing clients with information and assistance that relates to driving more profitable and stimulate revenue to the Government.

⦿ **Accountability**

The key accountabilities for this role include but are not restricted to:

⦿ **Daily Roles**

- Contact other ministries that are doing business, to obtain data that will be used in assessing business trends and other business matters;
- Distributing business information to traders;
- Evaluating business trends by looking at the state of markets in the various countries in which our products are sold.
- Prepare graphs and "charts" that show the trends of imports and exports for each country that trades with Tanzania;
- To perform other tasks assigned to him by his supervisor according to his qualifications and profession.

⦿ **Special Projects**

- Deliver against special projects that are signed off by your line managers every month.

⦿ **Customer Service**

- Analyse customer feedback, inform Management of any complaints and where possible and immediate, deal with any complaints in a positive and timely manner.
- Build and maintain good rapport with customers.
- Oversee overall customer satisfaction across all customer categories.

Oct '22 – Management Trainee– Tanala Company Limited

Sales and marketing

- Assist in welcoming customers, understanding customer's needs, recommending the right products & services to suit the customer's needs
- Ensure that current customers are looked after in the best possible manner.
- Oversee the customer service staff providing support and direction as and when needed
- Monitor and evaluate gaps and strategize growth avenues

KEY COMPETENCIES

- Leading and supervising.
- Working with people
- Writing and reporting
- Planning and organizing
- Entrepreneurial & commercial thinking
- Delivering results & exceeding customer expectations

+ EDUCATION

- 2024' – Diploma in Business Administration

+ REFERIES

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I certify that the information given herein is correct to the best of my knowledge.