

CURRICULUM VITAE

A. PERSONAL DETAILS

Name: Wilhelm Norbert Stephen
Address: P.O. Box 78783 Dar es Salaam
Gender: Male
Marital Status: Married
Languages: Swahili (Fluent), English (Fluent)
E-mail: wilhelm.nsm@gmail.com
Tel No: 0743880420
Birth Date: 02nd March 1994
Nationality: Tanzanian

B. PERSONAL STATEMENT

Dynamic and results-driven professional, specialized in Community development & engagement, programs management and Consultancy. In addition to my operational competencies, I bring a strong track record of developing and mentoring diverse teams, and I have managed multiple community development projects across Tanzania. I believe in hard work, perseverance, learning, studying and sacrifice as a certain road to Outstanding performance.

B. EDUCATION

Institution: National Board of Accountants and Auditors (NBAA)
Course: Certified Public Accountant (CPA)
Year of Completion: On going

Institution: University of Dar es Salaam (UDSM).
Degree: Bachelor of Arts, Economics and Statistics.
Year of Completion: Oct. 2017.

Institution: Same Seminary Kilimanjaro.
Course: High School Diploma, Economics, Geography and Pure Mathematics.
Completion Year: May 2014

Institution: Lomwe Secondary High School
Course: O Level Secondary Level
Completion Year: Oct, 2011

C. WORK EXPERIENCE

Employer: PLATINUM CREDIT TANZANIA

Position: Training Manager

Duration: July 2022 to Present

Key Responsibilities:

- Responsible for training need identification and skill enhancement of employees by conducting various technical and non-technical trainings to enhance performance of employees.
- Supervising training officers in preparation of training materials and in conducting workshops.
- Conducting Performance Assessments, Guiding Staffs to prepare Career Mapping Plans and Performance Improvement Plans
- Training and Coaching Sales Teams to achieve set targets given by the management.
- Reviewing and updating company operational policies manuals, guidelines and procedures manuals in respect to each operational department
- Working with the Human Resource Department in developing Succession Plans and helping to prepare Potential Successors to learn and master skills necessary to help them during acting – appointments.
- Conducting Performance reviews to assess their training needs and monitoring individual performance of each staff.
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Employer: DEXINTEC DIGITAL CREDIT SOLUTION

Position: Training Specialist

Duration: Nov 2021 to July 2022

Key Responsibilities:

- Supervised and guided credit relationship officers to ensure efficient loan processing, risk assessment, and client relationship management.
- Monitored loan portfolios to identify risks, ensure timely repayments, and minimize defaults through proactive account management.
- Developed and implemented credit policies and procedures to enhance efficiency and ensure compliance with regulatory standards.
- Reviewed and approved loan applications by analyzing financial data, credit reports, and risk factors to maintain a healthy loan book.
- Provided training and mentorship to credit officers to improve performance, customer service, and adherence to credit policies.
- Led client negotiations on loan terms, restructuring plans, and dispute resolutions to maintain strong customer relationships and minimize losses.
- Conducted market research and competitor analysis to identify growth opportunities and improve credit products and services.

Employer: FINCA MICROFINANCE BANK

Position: Credit Relationship Officer (CRO)

Duration: March 2017 to Oct 2021

- Built and maintained strong client relationships by understanding financial needs and providing excellent customer service throughout the credit process.
- Evaluated loan applications and assessed creditworthiness by analyzing financial statements, conducting background checks, and mitigating risks.
- Monitored loan repayments and managed overdue accounts by following up with clients, creating repayment plans, and reducing loan defaults.
- Advised clients on suitable credit products and financial solutions while promoting loan products to meet sales targets.
- Conducted credit risk analysis and ensured compliance with company policies and regulatory requirements while maintaining accurate loan records.
- Negotiated loan terms and resolved disputes by working with clients to establish favorable repayment plans and handling conflict professionally.
- Identified new business opportunities and market trends to attract potential clients and contribute to business growth.

D. CONSULTANCIES, TRAINING & WORKSHOP PROGRAMS

1. Organization: MATER DEI AFRICA

Consultancy: Consultancy for Economic and Environmental Training for Business in Same District (Framework: Community Led Framework)

Duration: 15th Apr 2024 to 31st May 2024

2. Organization: ABBOT ORGANISATION

Consultancy Areas: Special Management Training to Community Development Officers (CDO's) – Cross Functional Team work.

: Preparaton of Academic Improvement Plan for KIKOMBO centre

Duration: 6 November 2023 to 16th December 2023

3. Organization: ST. DOMINIC SAVIO

Work Shop: Fostering Student's Engagement in Learning Mathematics and Science Subjects

: Technical Review on Basic Mathematics Topics (Ordinary Level Topics) and Discussions on best approach to teach and train students

Duration: 13 April 2020 to 23th April 2020

E. PROFESSIONAL SKILLS

Advanced Computer Skills	Competent in office applications and other computer packages including but not limited to Microsoft offices, Data Management, Computer statistical packages including NVIVO, SPSS, STATA and EPI Data. An expert when it comes to power point presentation.
Educational Management and Consultancy	With more than 5 years being directly involved in making positive changes and contribution in education specifically primary and secondary Schools. Have been awarded a title as Top Contributor of Education Improvement stakeholder in KIBWEGERE in UBUNGO Municipality
Time Management Skills	I possess strong sense of time management and skills to effectively develop Checklists containing duties that needs to be worked upon and solid commitment to accomplish each duty.
Team work skills	Over 6 years, I 'have worked with diverse talented teams in performing different duties. I value contributions by other people and I'm blend easy even with difficult teams working in difficult environments.
Strong Communication Skills	Strong communicator, I possess strong communication and facilitation skills. I have worked in training department and have adapted techniques to be a strong communicator
Organizational Skills	Highly organized professional, with more than 6 years competencies in planning, prioritizing short and long range responsibilities.

F. PROFESSIONAL TRAININGS ATTENDED

Training Program: Introduction to Online and Blended Training/Teaching – Feb. 2021

Trainer: TETEA EDUCATION ORG.

Training Program: Strategic Leadership & Management Practice – October 2019

Trainer: TANZANIA INSTITUTE OF BANKERS (TIOB)

Training Program: Applying Strategic Leadership in Education – JULY 2019

Trainer: HOPE EDUCATIONAL CENTRE

Training Program: Basics of Project Management (certificate was awarded) - 2018

Trainer: Institute of Project Management (LinkedIn Platform)

Training Program: STATA and SPSS Statistical Packages (certificate awarded) - 2017

Trainer: University of Dar es Salaam – Department of Statistics

G. REFEREES

Name: Mr. Johnas John Tarimo

Position: Principal

Organization: KIKOMBO CENTRE, Ministry of Health and Social Welfare

Tel: 0787000685

Email: johnastarimo@yahoo.com

Name: Inus Magoma

Position: Logistics Manager

Organization: Global Communities

E-mail: inusmagoma77@gmail.com

Name: Irene Norbert

Position: Senior Protocol Officer

Organization: International Conference Centre (ICC)

Tel: 0784372785