**RESUME**

**Nzeku**

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**Nzeku.376168@2freemail.com**

**Profile**

**Founder and owner of TAPE Recycling, plastic waste recycling factory in Mwanza-Tanzania, a former Territory Manager at SMART Telecom Tanzania from March, 2015 to March, 2017 with 8 years’ experience in Tanzania Telecom Industry, holds MBA-*Finance,* BA in *Coop*. Business Management.**

**Personal Information**

Name: Nzeku

Date of Birth: 6th June, 1981.

Sex: Male.

Nationality: Tanzanian.

Languages: Fluent Written & Spoken English and Swahili.

Marital Status: Married.

Mobile Phones: **Whatsapp +971504753686 / +919979971283**

E-mail Address:**Nzeku.376168@2freemail.com**

**Education Background**

**Masters of Business Administration (MBA)** *option* Finance

Saint Augustine University of Tanzania-SAUT, Mwanza-Tanzania (2010-2012)

**Bachelor of Arts in Cooperative Business Management and Accounting (BA-CMA)** *option* Coop. Business Management.

Sokoine University of Agriculture (SUA)-(MUCCOBS) Moshi – Tanzania (2005-2008)

**Advanced Certificate of Secondary School Education**

Minaki High School, Pwani – Tanzania (2001-2003)

**Certificate of Secondary School Education**

Mazengo Secondary School, Dodoma – Tanzania (1997-2000)

**Professional Experience**

**Company:** SMART Telecom

**Year:** March, 2015 to March, 2017

**Post:** Territory Manager

**Reports directly to**: Head of Sales & Distribution

**Direct reports**: Sales Coordinators (4)

**Indirect reports**: Routes Development Officers (4) Team Leaders (16)

**Duty station:** Dar es Salaam

**Duties & Responsibilities**

* Develop and roll out sales and distribution set up in agreement with Commercial Director to ensure the assigned territory is well serviced and that consumers find out products at all time and where they want.
* Work with relevant stakeholders to ensure that all parts of the business work in sync to maintain key performance indicators in the territory including but not limited to distribution and network.
* Ensure that objectives in terms of availability,visibility,volume,margin,quality and customers price of products and services are achieved at all times.
* Ensure Monthly, Quarterly & Yearly achievement of distribution, net adds & sales targets for multiple company product categories for the defined territory.
* Champion innovation in trade programs, distribution and channel management systems aligned with company policy and consumer segment requirements in order to achieve competitive advantage in the territory.
* Actively contribute to corporate and brand advocacy through impactful programs in the trade for more sales to more people in more places.
* Contribute to establishment and implementation of trade terms and conditions policy which is fair to all partners and appropriately rewards performance, in order that investment is directed at enhancing sales volume in line with company objectives.
* Propose and ensure systems and tools for real time performance improvement and smart working are used by the whole team.
* Oversee roll out of value adding motivation and training initiatives in the territory to ensure own and dealers’ teams are motivated to perform on their best.
* Oversee the functioning of customer service centers to ensure that sales and service rendered to customers respect prescribed norms for quality.
* Ensure strict work discipline for the sales team, own and dealer’s, to ensure growth of sales and minimize OOS.
* Represent company in relevant events as may be assigned by CEO or Commercial Director.
* Execute any other duties as assigned by the line manager.

**Company:** ZanzibarTelecom Limited-ZANTEL

**Year:** May, 2014 to Feb, 2015.

**Post:** Sales Coordinator

**Reports directly to**: Regional Sales Manager

**Direct reports**: Team leaders (10)

**Duty station:** Dar es Salaam

**Cluster**: Ilala

**Duties & Responsibilities**

* Attain new connection objectives as set in monthly KPI and budget.
* Managing direct sales team in order to achieve objectives.
* Ensure quality activation through activations with airtime sales.
* Ensure presence of Zantel freelancers in all sales points and events activities.
* Maximize all conventional and non conventional sales opportunities.
* Proper management of all company resources (vehicles, gazebos, and parasols) given to achieve sales objectives.
* Ensure correct implementation of sales and marketing strategies.
* Ensure good availability and visibility of Zantel and Zantel products to retailers and wholesalers outlets.
* Build good relationship to customers and our business partners. (Dealers and Associate Dealers).
* To increase market shares in the Territory.

**Company:** ZanzibarTelecom Limited-ZANTEL

**Year:** Nov, 2013 –May, 2014

**Post:** Sales Coordinator

**Reports directly to:** Regional Sales Manager

**Direct reports**: Team Leaders (4)

**Duty station:** Musoma

**Clusters**: Mara Region & Ukerewe

**Duties & Responsibilities**

* Attain new connection objectives as set in monthly KPI and budget.
* Managing all company operations within the region.
* Managing direct and indirect sales team in order to achieve objectives.
* Ensure quality activation through activations with airtime sales.
* Ensure presence of Zantel freelancers in all sales points and events activities.
* Maximize all conventional and non conventional sales opportunities.
* Proper management of all company resources (vehicles, gazebos, and parasols) given to achieve sales objectives.
* Ensure correct implementation of sales and marketing strategies.
* Ensure good availability and visibility of Zantel and Zantel products to retailers and wholesalers outlets.
* Build good relationship to customers and our business partners. (Dealers and Associate Dealers).
* To increase market shares in the Territory.

**Company/Institution:** ZanzibarTelecom Limited-ZANTEL

**Year:** Nov 2009 to Oct, 2013

**Post:** Distribution Coordinator

**Reports directly to**: Regional Sales Manager

**Direct reports**: Trade Agents (5)

**Duty station:** Mwanza

**Clusters**: Mwanza, Kagera, Mara & Geita

**Duties & Responsibilities**

* Coordinate indirect sales team in order to achieve objectives by applying approved procedures.
* Maximize all conventional and non-conventional sales opportunities.
* Proper management of all company resources (vehicles, gazebos, and parasols) given to achieve sales objectives.
* Ensure correct implementation of sales and marketing strategies
* Assisting dealers with purchases of Zantel products.
* Report the daily, weekly and monthly sales activities.
* Coordinate dealers’ activities and facilitate their operations.
* Recruit new vendors and ensure availability of products to vendors.
* Ensure brand optimization ( Branding and

Merchandising).

* Recruitment of distributors and key wholesalers.
* Meet mid-term and annual assigned targets, standards and identify new

Opportunities.

* Provide market intelligence report and offer suggestions on how to improve

market and sales activities.

**Company:** ZanzibarTelecom Limited-ZANTEL.

**Year:** Sept 2008 toNov 2009.

**Post:** Call Center Agent.

**Reports directly to**: Call Center Supervisor

**Duty station:** Dar es salaam.

**Duties and Responsibilities**

* Deliver world class customer service, build customer satisfaction and loyalty.
* Strive for one time resolution of customer issues.
* Provide effective and timely resolution of a range of customer inquiries.
* Assisting customers on Configuration of CDMA modems, creating internet connection and trouble shouting of CDMA quires.
* Training and assisting new staff who join the team on Zantel services and products.

**Institution:** Women Arise and Shine (WASH).

**Year:** July, 2008 toSept, 2008.

**Post:** Planning and Evaluation Officer.

**Reports directly to**: Project Coordinator

**Duty station:** Dodoma.

**Duties and Responsibilities**

* Writing funding proposals for donors.
* Initiating and documenting new projects.
* Evaluating achievement of the projects.
* Set of new policies to meet goals and objectives.
* Budget projection for the proposed projects.