



BARNABAS PAULIN NGASSA

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Tanzania

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barnabasngasa@yahoo.com

EDUCATION AND TRAINING

Faculty of Business Administration
Jordan University College (JUCO)
A Constitute of St. Augustine
University, Mwanza
October 2016
Bachelor Degree in Business
Administration based in Marketing

Shinying High School, Shinyanga
May 2013
Advanced Certificate of Secondary
Education Examination

Sangu Secondary School, Mbeya
July 2010
Certificate of Secondary Education
Examination

Majimoto Primary School
Education, Katavi
September 2006

SUMMARY

Results-driven Sales and Marketing professional bringing 7+ years of experience in product development, promotion and optimization. Skilled in developing lasting client rapport based on knowledgeable support and consistent service. Proficient in developing and applying advanced marketing, prospecting and merchandising strategies to accomplish promotional goals. Demonstrated success in building networks and supporting branding objectives.

SKILLS

- Customer Service
- Cash Handling
- ROI Analysis
- Business Networking
- Market Trends Understanding
- Professional Networking
- Persuasive Selling
- Data Analysis
- Lead Generation
- Quality Assurance Understanding
- Sales Team Leadership
- Sales Presentations
- Sales Forecasting
- Public Speaking
- Interpersonal and Written Communication
- Lead Development
- Employee Guidance
- Report Writing Skills
- Product Promotions
- Product Demonstrations
- Strategy Development
- Paperwork Processing
- Client Relations

EXPERIENCE

SENIOR TELESales AGENT

Platinum Credit Ltd | Dar Es Salaam, Tanzania | September 2020 - Current

- Conduct client recruitment and orientation to loan products and services.
- Process loan applications and verify the client's income-generating activities and other related activities.
- Provide quality and good customer service to clients, make regular contact with the clients in the field, accomplish day-to-day activities as required.
- Answered incoming calls from customers, provided customer service and sales support.
- Identified customer needs and offered solutions to their inquiries.

- Built customer relationships by providing knowledgeable answers to their questions.
- Researched pricing for products and services to provide accurate quotes to customers.
- Developed strategies for retaining current customers as well as acquiring new ones.
- Set up payment plans for customers who needed assistance in making payments on time.
- Utilized active listening skills to ensure complete understanding of customer requests.
- Provided product information and answered any related queries.
- Processed customer orders using a computer system such as Mambu and Claim flux.
- Ensured that all customer complaints were addressed promptly and professionally.
- Followed up with customers regarding the status of their orders or requests.
- Assisted in the development of marketing campaigns targeted towards potential customers.
- Recorded detailed notes about each conversation with a customer into the system database.
- Collaborated with other departments such technical, finance and administration when necessary.
- Handled inbound telephone calls from interested customers.
- Contributed to team efforts by successfully accomplishing and exceeding daily sales goals.
- Made appointments with interested customers according to schedule availability.

SALES OFFICER

Banc ABC | Morogoro, Tanzania | January 2019 - December 2019

- Generate new customer leads through various channels.
- Proactively identify sales prospects and conduct business development activities in the geography assigned.
- Follow up on new leads and referrals to generate business.
- Maintain periodic status reports, including daily activity report and calls/follow-ups made
- Implemented promotional campaigns to boost sales volume.
- Created presentations for potential customers outlining product benefits.
- Provided exceptional customer service throughout the entire sales process.
- Generated leads through networking, cold calls, and email campaigns.
- Maintained accurate records of all sales activities and results.
- Utilized CRM software to track prospects, manage accounts, and follow up on leads.
- Developed strategies to increase sales and market share.

- Conducted research on competitive products and services.
- Identified customer needs and developed customized solutions.
- Analyzed customer feedback to improve product offerings.
- Reviewed competitor activity in order to stay ahead of changing trends.

DIRECT SALES STAFF

NMB Bank | Morogoro, Tanzania | December 2016 - December 2018

- Opening chap chap accounts for new customers and outline requirements needed in the process of opening a new account
- Identifying needs of customers promptly and efficiently and convincing new customers to join NMB Bank.
- Maintain updated knowledge through continuing educating and advance training on how to use ATM cards and ATM machine and helping on installation and usage of NMB MOBILE and benefits of using sim banking.
- Teaching customers how to fill cheque books.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Displayed strong telephone etiquette, effectively handling difficult calls.

FIELD PRACTICAL OFFICER

NMB Bank | Morogoro, Tanzania | March 2016 - August 2016

- Preparation of loan application forms.
- Assisted in the development of marketing materials, such as brochures, flyers, and promotional items.
- Gathered data for market research projects and analyzed findings to make recommendations.
- Collaborated with team members to create a comprehensive social media strategy.
- Proofread documents before submitting them for review.
- Organized information from multiple sources into accessible formats for easy retrieval.
- Supported various program activities and assisting with administrative tasks such as training customers in bank process and usage of ATM, mobile money, Cheque and forms filling and registering new cards to the ATM machine.
- Created status reports on operational activities.

RESEARCH PROJECT ASSISTANT

NMB Bank | Morogoro, Tanzania | January 2016 - January 2016

- Developed data collection instruments and conducted surveys with

participants.

- Created databases to track progress on various research initiatives.
- Organized research materials, including data files, charts, graphs and other documents.
- Maintained records of all documents associated with the project including meeting notes, reports and survey results.
- Performed statistical analysis of collected data using software applications.
- Attended conferences and seminars related to the research topic area.
- Screened potential subjects to determine suitability for studies.

LANGUAGES

English: Spoken and written fluently

Swahili: Spoken and written fluently

ACTIVITIES AND HOBBIES

Reading newspaper and books.

Playing and watching football.

Watching and listening news.

Travelling and meeting new people.

REFEREES

- **ANTHONY THOBIAS**
CALLCENTER MANAGER
Phone no: 255765888843
Email: anthony@platinumcredit.co.tz
 - **INNOCENT KATO**
BRANCH MANAGER NMB PLC
Morogoro
Phone no: +255782000039
Email: innocent.kato@nmbtz.com
 - **DONALD MAZIKU**
HEAD OF DEPARTMENT JORDAN UNIVERSITY COLLEGE
Phone no: 0718990665 / +255767665991
Email : djmaziku@uk.com
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DECLARATION

I declare that all information stated in this resume is true and complete to the best of my knowledge. I authorize the concerned organization/company to verify the information provided in this resume

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BARNABAS PAULIN NGASSA