

## CURRICULAM VITAE

ANGELA CLIFF NKYA

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DAR ES SALAAM

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### PROFESSIONAL SUMMARY

Resourceful Manager with 5 years of expertise in organizing business operations, financial oversight and resource management to achieve smooth flow and project operations. Leads procurement of resources including equipment and supplies. Monitors projects by adhering to production schedule and budget, managing production team, identifying problems and providing targeted solutions. Knowledgeable in accounting principles, bookkeeping, budget and financial management. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level Management position. Ready to help team achieve company goals. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

### EDUCATION

YEAR	INSTITUTION	QUALIFICATION/AWARD
2020 - 2021	Brunel University London	Masters of Science in Management
2015 - 2019	Dar es Salaam Institute of Technology	Bachelor of Electronics and Telecommunication Engineering
2013 – 2015	St. Mary Goreti Secondary School	Advanced Certificate of Secondary School Education
2009 – 2012	St. Mary Goreti Secondary School	Certificate of Secondary School Education
2002 - 2008	Martin Luther Primary School	Certificate of Primary School Education

### ACHIEVEMENTS

- Supervised team of 50 staff members.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Collaborated with team of 4 in the development of Friday Night Event I.
- Achieved Traffic Lights Violation Monitoring System for Motorcycles through effectively helping with Government work and revenue.

### TECHNICAL SUMMARY

- Routing Protocol (RIP, OSPF, ISIS, EIGRP & BGP)
- IPv4 and IPv6
- VPN (IPSEC, GRE)

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- MPLS Technology
- Managerial Techniques and Skills
- Project Management Tools
- MS Office
- Internet and Email Operations

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### CERTIFICATIONS

- **2013:** *University of Dar-es-salaam Computing Centre (UCC) - Certificate in Advanced Microcomputer Applications*
- **2013:** *ILO and Edu Guide self-awareness - Certificate of Participation*
- **2015:** *Jeshi La Kujenga taifa -Cheti cha Uzalishaji Mali*
- **2019:** *Institute of Engineers Tanzania Award - Active Member Recognition*

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### PROFESSIONAL AFFILIATION

- **2018- PRESENT: AS A LEADER**  
***GOLDEN GIRLS MENTORSHIP PROGRAMME***
  - Making sure girls get the rights to speak and make their own decision
  - Using the legal rights framework of Tanzania to solve problems
  - Giving opportunity of girls of different age to meet with successful people as their mentor.
  - Employment is one of the girls problem, we give opportunity to girls.

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### TRAINING, EXPERIENCE AND ACHIEVEMENTS

- 1. Trainee Engineer (Aug 2018 to Oct 2018 ): Vodacom HQ( Industrial Practical Training)**
  - Installation of new sites, integration and commission
  - Access Network Monitoring (NOC)
  - Analyzing 3G KPI's
- 2. Trainee Engineer (Aug 2017 to Oct 2017 ): Vodacom HQ( Industrial Practical Training)**
  - Network problems troubleshooting
  - Performing site preventive maintenance.
  - Configuration of TCU and DCN
- 3. Trainee Engineer (Aug 2016 to Oct 2016 ): Tanzania Telecommunication Company Limited TTCL ( Industrial Practical Training)**
  - Configuration of Routers and Switches
  - Configuration of Access Routers
  - Configuration of VPNs: IPV4 AND IPV6

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## PROFESSIONAL CAREER

### 1. Project Manager (Jan 2022 to Present ): Nkya Investment Company Limited

- Planned, designed, and scheduled phases for large projects.
- Monitored project performance to identify areas of improvement and make adjustments.
- Coordinated with cross-functional teams to resolve project issues and mitigate risks.
- Achieved project deadlines by coordinating with contractors to manage performance.
- Met project deadlines without sacrificing build quality or workplace safety.
- Identified plans and resources required to meet project goals and objectives.
- Developed and initiated projects, managed costs, and monitored performance.
- Provided detailed technical and operational direction in project challenges, consistently meeting deliverables according to deadlines.
- Negotiated and managed third-party contracts related to project deliverables.
- Sourced, vetted and managed vendors needed to accomplish project goals.
- Worked closely with management to provide effective assistance for specific aspects of business operations.
- Created and updated physical records and digital files to maintain current, accurate, and compliant documentation.
- Defined clear targets and objectives and communicated to other team members.
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.
- Improved staffing during busy periods by creating employee schedules and monitoring call-outs.
- Successfully managed budgets and allocated resources to maximize productivity and profitability.
- Identified and communicated customer needs to supply chain capacity and quality teams.
- Set aggressive targets for employees to drive company success and strengthen motivation.
- Ensure the work is done by every manager and all license needed are followed up on time E.g. TRA , OSHA , NSSF, and CHODAWU
- Launched quality assurance practices for each phase of development

### 2. Assistant Managerial (Feb 2020 to August 2021): Rock of Ages Care Limited (United Kingdom).

- Supervised operations team to support operational excellence and excellent customer service.
- Developed and maintain operational guidelines for staff.
- Coordinated with General Manager in different operational issues and promotional activities.
- Monitored employee productivity and optimized procedures to reduce costs.

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- Communicated with customers to assess satisfaction with services received. Helped team members maintain business professionalism by coaching each on methods for delivering exceptional service to every customer.
  - Monitored key performance metrics to identify areas for improvement.
  - Introduced new methods, practices, and systems to reduce turnaround time.
  - Taught employees how to collaborate on daily job tasks and achieve service targets.
  - Assisted in recruiting, hiring and training of team members.
  - Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
  - Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.
  - Trained new employees on proper protocols and customer service standards.
  - Interacted well with customers to build connections and nurture relationships.
  - Reported issues to higher management with great detail.
  - Cultivated and strengthened lasting client relationships using strong issue resolution and dynamic communication skills.
  - Scheduled employees for shifts, taking into account customer traffic and employee strengths.
  - Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
- 3. Senior Manager (Jan 2019 to Jan 2020): Nkya Investment Company Limited**
- Helped develop proactive and successful business policies to meet changing demands.
  - Broadened improvement initiatives, troubleshooting problems for corrective action.
  - Improved communication at all levels and transformed company culture into more productive atmosphere.
  - Evaluated diverse organizational systems to identify workflow, communication, and resource utilization issues.
  - Increased employee satisfaction and motivation through training classes, meetings and special workshops.
  - Gathered, documented, and modeled data to assess business trends.
  - Skilled at working independently and collaboratively in a team environment.
  - Self-motivated, with a strong sense of personal responsibility.
  - Proven ability to learn quickly and adapt to new situations.
  - Worked well in a team setting, providing support and guidance.
  - Demonstrated respect, friendliness and willingness to help wherever needed.
  - Excellent communication skills, both verbal and written.
  - Passionate about learning and committed to continual improvement.
  - Strengthened communication skills through regular interactions with others.
  - Organized and detail-oriented with a strong work ethic.
  - Adaptable and proficient in learning new concepts quickly and efficiently.
  - Used critical thinking to break down problems, evaluate solutions and make decisions.
  - Paid attention to detail while completing assignments.

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- Worked flexible hours across night, weekend and holiday shifts.
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.
- Identified issues, analyzed information and provided solutions to problems.

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### SKILLS

- Inventory Control
- Vendor Sourcing
- Work Flow Planning
- Compliance Monitoring
- Financial Administration
- Project Planning
- Schedule Management
- Strategic Planning
- Project Management
- Cost Control
- Risk Management
- Stakeholder Communications
- Project Estimation and Bidding
- Advanced Problem Solving
- Client Relations
- Budgeting and Forecasting
- Cost Reduction and Containment
- Functional & Business Requirement

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### REFERENCES

- **Victor Mhina**  
CSOC Manager  
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- **Emmanuel Uronu**  
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