

CURRICULUM VITAE

CONSTANCIA ISHENGOMA

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PROFILE

Financial Manager and accountant with a proven track record of successful project management and producing quality outcomes through leadership and team motivation. I have a strong academic background and excellent leadership skills. Dynamic, organized and effective leader with strong work ethics who excels at using proven methods and cutting-edge technology to successfully manage people and processes.

EDUCATION

ONLINE CERTIFICATES:

1. PROJECT MANAGEMENT FOR DEVELOPMENT,

EDX ONLINE COURSES UNDER HAVARD UNIVERSITY

2. ALISON PUBLISHER

2016

POST GRADUATE DIPLOMA :

FINANCIAL MANAGEMENT,
THE INSTITUTE OF FINANCE
MANAGEMENT - FINANCE,
MARKETING, MANAGEMENT
GPA.3.1/4.0

2010

CERTIFICATE :

**COMPUTER ACCOUNTING PACKAGES
AND MICROSOFT OFFICE,**
UNIVERSITY OF DAR ES SALAAM

2006

ADVANCED DIPLOMA :

ACCOUNTING,
THE INSTITUTE OF FINANCE
MANAGEMENT
LOWER SECOND

EXPERIENCE

FINANCE MANAGER, 05/2023 - Current

AFRIROOTS HOTELS - DAR ES SALAAM, TANZANIA- Contact: 0768 761815

- Providing the Owners, General Manager, and other management with accurate, timely, and relevant financial data
- Planning, organizing, managing and executing the finances and financial goals of the hotel.
- Managing the finance department.
- Forecasting budgets and managing cash flow.
- Working with investments.
- Keeping accurate records of hotel accounts.
- Compliance with government regulations.

OPERATIONS MANAGER, 09/2017 - 09/2022

AFRIROOTS ADVENTURES - DAR ES SALAAM, TANZANIA. Contact: 0768 761815

- Coordinating activities that affect operational decisions and business requirements. Planning, scheduling, and reviewing workload and manpower to make sure targets are being met on a cost-effective basis.
- Creating a detailed schedule based on strict deadlines. Ensuring the team has enough time to deliver services based on the client's request.
- Monitoring service Standards
- Making sure the working environment maintains access to quality equipment
- Purchasing materials and services required.
- Organizing all transportation needs for the organization's services.
- Following up on interruptions to orders.
- Collaborating with other business units to ensure effective customer support with effective escalations to Business and Product Owners.
- Confirming that health and safety regulations are followed

ACHIEVEMENTS

- Developed new quality standards for better quality performance and reliability.
- Developed and implemented client service program, which expanded small-to-medium client base 45%
- Reduced the time required to respond to customer requests and improve customer satisfaction by providing front line Staff with the skills, knowledge authority needed to resolve customer enquiries and complaints.
- Consistently achieved a high level of customer satisfaction by exhibiting a positive attitude and building trust, by ensuring commitments are met and expectations are exceeded by offering additional information about the company's products in line with customer needs and priorities.
- Consistently submitted quarterly Business Activity Statements on time after they had been previously been submitted well behind schedule.
- Increased profits by 60% in a highly competitive environment by focusing on the less price sensitive customer segments who valued service, which eliminated the need to use price as a mechanism for securing new business.
- Built good professional relationships.
- Reduced employee turnover by 20% and significantly increased productivity by introducing a performance management system that recognized contribution, challenged staff to accept responsibility and empowered them to make decisions.

2000

A-LEVEL (ACSEE) :

PHYSICS, CHEMISTRY, BIOLOGY,
SHAABAN ROBERT SECONDARY
SCHOOL

DIVISION 2.10

1997

O-LEVEL (CSEE) : GENERAL,
KIFUNGILO SECONDARY SCHOOL

DIVISION 1.7

REFEREES

1. Samson Luhigo
Director General (retired)
Tanzania ports authority
P.o.box 9184
Dar es Salaam
Tanzania
Contact: 0717 607529

2. Celina Abraham
Marketing manager
Afrirroots Hotels
Dar es Salaam
Tanzania
Contact: 0788 520658

Email:
celinaabraham243@gmail.com

3. Imani Amini
Managing director
Afrirroots Hotels
Dar es Salaam
Tanzania
Contact: 0768 761815
Email: imaniamini558@gmail.com

BUSINESS SUPPORT ASSISTANT. INDEX NO: 8840345, 09/2016 - 04/2017
WORLD FOOD PROGRAMME - KIGOMA, TANZANIA. Contact: 0684 720347

- Finance and human resource focal point.
- Acting as the representative of the HR department in the sub office, ensuring that all delegation of authority in both Country Office and Sub Office are up to date and an authoritative matrix is well maintained. Produced human resource reports.
- Invoice Registration: Register invoices as required by WFP and track them accordingly.
- Produced quarterly and monthly financial reports on status of invoices received in collaboration with spending units.
- Backstopping: Sub offices review and verification of account expenditures and communicating all discrepancies and replenishing them accordingly.

ACHIEVEMENTS

- Improved the accuracy of budget forecasts.
- Assisted in WFP programmes implementations.
- Established good working relationships.
- Utilized modern teaching methods such as e-learning and team learning.
- Submitted accurate accounting reports on time avoid delays in decision making in the country office.
- Reduced anomalies with authorizations and improved the company's ability to respond to inquiries by devising and introducing controls for internal processes.
- Enabled the Sub office Manager to focus on high priority strategic issues by taking over his responsibilities and responding to all requests for information.

ACCOUNTANT, 01/2011 - 08/2016

MERS - DAR ES SALAAM, TANZANIA. Contact: 0711 702248

- Assisting with financial accounts and preparing financial statements for submission as part of monthly financial reports.
- Assisting with reviewing petty cash records/entries and verifying cash counts and monthly reconciliations.
- Responsible for keeping up to date financial records and ensuring that documents/reports/guidelines/Audit files are stored in an appropriate manner.
- Responsible for proper processing of vendor invoices, travel advances and expense reports.
- Assisting with preparation of monthly payroll and ensuring timely processing of statutory payments.
- Assisting with preparation of VAT reimbursement claims.

ACHIEVEMENTS

- Prepared financial statements and all other accounting procedures on time.
- Acted as a team lead for an internal auditing process, which was successfully completed 1 month earlier than expected.
- Reduced paperwork 90% by converting all accounting procedures to an electronic form.
- Adhered to departmental control measures maintaining ethical conduct at all times.
- Trained and supervised two new employees ensuring they maintain fastidious attention to detail.

REAL ESTATE MANAGER, 06/2006 - 12/2010

WEN INVESTMENTS - DAR ES SALAAM, TANZANIA

- Competitor evaluation including product, market and strategic formulation.
- Managing and organizing subordinates in the real estate department.
- Searching and dealing with customers (corporate and other) who are interested in the real estate property available
- Searching and selecting real estate meeting our standards and making it available to customers who can afford it.
- Marketing the available real estate through media.

ACHIEVEMENTS

- Met all goals set by management in time, efficiently and effectively.
- Introduced new clients to the business and improved the clientele profile
- Increased awareness of our company products and business.
- Increased revenue and profitability.

SKILLS

- Problem solving skills
- Communication skills
- Strategic thinking
- Business analytics
- Financial management

AWARDS

- **1997**
 - I. Led in biology mock exam Tanga region - certificate attached.
 - II. Awarded certificate of distinguished performance- **OVERALL** by KIFUNGILO SECONDARY SCHOOL after obtaining DIVISION ONE POINT SEVEN – certificate attached
- **2018**
 - I. STUDENT AMBASSADOR SCHOLARSHIP-UNIVERSITY OF WEST LONDON-attached

SEMINARS AND WORKSHOPS

- Participation in a Symposium theme: East African Markets and Regional Integration Feb 23rd 2007.
- Attended a seminar for Work and Social Administration Counseling Club in collaboration with KIPATO-MZIGO theme: - Moral Accountability and HIV/AIDS Nov 26th 2010.
- Attended CV PEOPLE AFRICA Women in management meeting topic: “Building a Personal Brand to elevate your Company Profile” march 13th 2020.

LANGUAGES

Swahili: First Language

English: Proficient

