

RAMADHANI M. MSEMO



PROFESSIONAL SUMMARY

Results-oriented team leader with a successful track record of managing teams, streamlining processes, and delivering results. Experienced in developing and executing strategies to increase productivity and profitability. Skilled in utilizing data-driven insights to identify areas for improvement and ensure customer satisfaction.

EXPERIENCE

Operations Manager, 01/2024 - Present

Crown Elevate Limited - Crown Media - Dar es Salaam

- Resolved customer issues quickly and professionally while maintaining high customer satisfaction ratings.
- Managed the daily operations of multiple departments to maximize efficiency.
- Developed talented team, participating in hiring, coaching, and performance management processes.
- Managed the operations of a large team, overseeing daily activities and long-term projects.
- Established operational policies, procedures, standards, and objectives in alignment with organizational goals.
- Developed and maintained relationships with customers and vendors for successful project completion.
- Utilized problem solving skills to anticipate potential risks or obstacles within the organization.
- Ensured effective communication among staff members by providing training when necessary.
- Created and enforced policies and procedures to support compliance.
- Adhered to corporate standards and regulations, encouraging safe and efficient operations.
- Provided leadership in creating innovative methods for streamlining business processes.
- Identified opportunities for increasing productivity through increased automation or other strategies.
- Strategized with leadership to stay ahead of changing customer needs and labor planning concerns.
- Coordinated cross-functional teams to ensure timely delivery of products and services.
- Implemented process improvement strategies to reduce costs and improve efficiency.

CONTACT

📍 Dar es Salaam, Mikocheni

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SKILLS

- Project Management
- Policy and Procedure Implementation
- Project Development
- Budgeting and Cost Control
- Market Research
- Resource Coordination
- Business Intelligence
- Quality Assurance and Control
- Microsoft Office Expertise
- Interpersonal Communications
- Social Media Marketing
- Brand Development
- Campaign Management
- Public and Media Relations
- Broadcast Media
- Strategic Planning
- Social Media Strategy
- Marketing and Advertising
- Product LifeCycle Management
- Budgeting and Allocation
- Business Needs Analysis
- Critical Thinking
- Accountability
- Communication

- Innovation
- Data Collection
- Technical Analysis
- Program Reviews

LANGUAGES

- **English**
Advanced
- **Swahili**
Fluent

- Worked with human resources regarding employee recruiting, hiring and terminating.
- Identified areas of process improvements for program policies and procedures.

Project Coordinator, 10/2023 - Present **Crown Elevate Limited - Crown Media - Dar es Salaam**

- Provided administrative support and workplace training to team members.
- Maintained an organized system of records including documents such as contracts, invoices, change orders.
- Communicated with clients to discuss project objectives and requirements.
- Coordinated resources across multiple departments to ensure successful implementation of projects.
- Ensured compliance with all applicable laws, regulations, policies, standards, or procedures related to the project.
- Coordinated staff schedules according to project deadlines and budget requirements.
- Provided technical guidance throughout the entire life cycle of projects ensuring they remain on track.
- Collaborated with cross-functional teams to ensure successful project results.
- Maintained confidentiality with sensitive or proprietary information on behalf of project team.
- Analyzed data to identify and address project risks.
- Reported project status on budget, resources, technical issues, or customer satisfaction.
- Prepared and submitted budget estimates, progress reports, and cost tracking reports.

Operations Manager, 10/2021 - 11/2023 **Quantum Infinity Group - Dar es Salaam**

- Developed and managed project plans, budgets, schedules and resources to ensure successful completion of projects.
- Contribute to monitoring and evaluation of project activities, report on progress and suggest updates of the project log frame.
- Regularly monitor the financial status of the project and ensure that budget execution rates are in line with agreed plans.
- Planned, scheduled and coordinate project activities to meet deadlines.
- Managed the operations of a large team, overseeing daily activities and long-term projects.
- Developed and maintained relationships with customers and vendors for successful project completion.
- Directed administrative activities directly related to making products or providing services.
- Organized and guided activities such as sales promotions requiring coordination with other department managers.
- Coordinated and directed financial or budget activities to fund operations, maximize investments, or increase efficiency.
- Developed and implemented effective strategies to reduce costs while maintaining quality standards.

Content Manager, 11/2019 - 10/2021 **CloudsPlus Production Limited - Dar es Salaam, Mikocheni**

- Managed a team of producers, editors, graphics designers, and other content creators to produce high-quality content based on content planning.
- Provided guidance on best practices for creating compelling visual elements such as images, charts, graphs.
- Develop programming themes, strands and stunts to drive audiences and impact.
- Organize content deliverables, consent forms for programs participants and the content preparation process, namely contracts, media and compliance.
- Source and acquire content for television, online and social video platforms,
- Collaborate with design and writing teams to produce high quality content.
- Orchestrating digital content strategies across all online platforms.
- Designing and implementing creative marketing strategies to disseminate content.
- Presented insights from analytics reports at monthly meetings with stakeholders.
- Managed company website and digital advertising campaigns.
- Collaborated with marketing teams to develop creative concepts for advertising campaigns that aligned with brand guidelines.
- Established relationships with external vendors for content creation projects such as infographics and white papers.
- Developed and implemented content strategies to increase organic traffic from search engines.
- Provided training and technical assistance in Web site implementation and use.

Research Coordinator, 11/2014 - 10/2019

BBC Media Action - Dar es Salaam, Mikocheni

- Conducted research activities with a strong focus on accuracy and attention to detail.
- Regularly monitor the financial status of the project and ensure that research budget execution rates are in line with agreed plans.
- Maintained databases of collected information including participant records or survey responses.
- Collected, compiled and analyzed qualitative data from interviews or focus groups.
- Developed policies and procedures related to the collection of data or management of research projects.
- Created effective presentations of research data for internal and external stakeholders.
- Managed recruitment processes for participants in research studies.
- Assisted with budgeting and forecasting related to research projects.
- Organized and managed multiple projects simultaneously, often under tight deadlines.
- Discussed research study with potential research participants.
- Determined strategies to promote and recruit research participants and retain participants in research studies.
- Assisted in developing grant proposals and protocols.
- Evaluated, and interpret collected study data.
- Able to conduct feasibility study and radio assessment.
- Manage the project research budgets with oversight and input from the line manager.

- Participate and Oversee quantitative and qualitative fieldwork, continually looking at ways to improve data collection by feeding into research design, moderation and the analysis of data.
- Participate in the development and production of research designs and data collection tools (i.e. discussion guides, questionnaires).

IT Technician, 03/2014 - 10/2014

Ministry of Finance - ACGEN - Dar es Salaam

- Created user accounts, set up permissions and access rights for users according to company policies.
- Participated in regular meetings with IT management personnel to discuss progress of current projects.
- Developed system documentation for internal use and trained staff in the use of new technologies.
- Repaired faulty components on computers such as hard drives, motherboards and RAM modules.
- Assisted in network design and implementation projects to ensure optimal performance of the IT infrastructure.
- Provided technical support to customers, troubleshooting hardware and software problems with a focus on customer satisfaction.
- Diagnosed complex technical issues by analyzing log files from multiple sources.
- Assisted users with connecting fax machines, printers and other output devices to the company network and internet.
- Troubleshoot and configured personal computer hardware, software applications and peripherals.
- Developed training materials and procedures, and train users in proper use of hardware and software.
- Provided guidance in setting up secure wireless connections for home networks.

IT Intern, 08/2010 - 09/2011

Serengeti Breweries Limited - Dar es Salaam

- Installed operating systems, software updates, and patches in accordance with best practices.
- Resolved network connectivity issues in a timely manner.
- Monitored system performance through daily checks of hardware components and software applications.
- Collaborated with other departments to ensure all IT needs were met in an efficient manner.
- Developed strong problem-solving skills while troubleshooting IT issues.
- Performed regular backups of critical data to ensure business continuity.
- Scheduled and facilitated meetings related to information technology projects.

EDUCATION

Master of Science (M.S.): Project Planning and Management Candidate, Expected graduation 12/2024

Institute of Accountancy Arusha - IAA - Dar es Salaam - Campus

Bachelor of Science (B.S.): Procurement and Logistics Management, 12/2014

Tanzania Institute of Accountancy - TIA - Dar es Salaam

GPA: 3.5

Diploma: Information Technology, 06/2010
National Institute of Transport - NIT - Dar es Salaam

Certification: Information, Communication and Technology,
08/2008
Dar es Salaam Institute of Technology - DIT - Dar es Salaam

Ordinary Level: Ordinary Level, 09/2005
Sinza Tower Secondary School - Dar es Salaam

Primary Education: Primary Education, 10/2000
Mbuyuni Primary School - Tanga

REFERENCES

Isaya Kandonga - Crown Elevate Limited
Chief Strategic Officer - Line Manager

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Ramadhani Bukini - CloudsPlus Production Limited
Operations Director - Line Manager

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Doreen Bangapi - BBC Media Action
Research Manager - Former - Line Manager

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MARITAL STATUS

Married

GENDER

Male