



NELSON CHRISTOPHER

Operations Manager at SOLARTES MEGA COMPANY LIMITED

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- As a Physics Specialist and Healthcare Manager, I combine my scientific and analytical skills with my passion for improving the quality of healthcare services. I graduated with a BSc in Physics from the University of Dodoma in 2019, where I also served as the Minister of Law and Constitutional Affairs in the student government, promoting gender roles and responsibilities on campus.
- I currently work as an Operations Manager at Solartes Mega Co Ltd, a healthcare facility that provides quality services to clients. I manage the administrative and financial aspects of the facility, such as inventory, staff, records, and revenue. I also ensure compliance with best practices and policies, and resolve any issues that arise. I find innovative ways to optimize the healthcare level and reduce the facility's costs, such as implementing a new ordering system that saved 25% of the budget. I develop and monitor the departmental goals and objectives, and recruit, train, and supervise the healthcare workers. I am motivated by the challenge of improving the patient experience and the facility's performance.

SKILLS

- Oracle Database Management
- Workflow Planning
- Strategic Partnership
- Staff Management
- Business Process Re-Engineering
- Systems Implementations
- Contract Development
- Planned Equipment Constraints Contract Review and Recommendations
- Project Management
- Supply Chain Distribution
- Multi-Unit Operations Management
- Team Leadership
- Maintaining Compliance
- Employee Relations
- Budgeting and Cost Control
- Business Intelligence
- Sales Presentation
- Purchasing and Procurement Health Information Policy and Procedure Development
- Market Research
- Quality Assurance and Control
- Business Planning
- Warehouse Operations
- Market Penetration
- Operation Monitoring
- Planning and Implementation
- Database Maintenance
- Negotiation
- Sales

EXPERIENCE

- Tender Application and processing
- Leadership
- Microsoft Excel, word ,Power Point
- Python
- MySQL
- MATLAB
- Electronic Instrumentation

SOLARTES MEGA COMPANY LIMITED, Dar es Salaam, Tanzania

May 2020 - Present

OPERATIONS MANAGER

- Managed inventory and supply chain operations, ensuring timely and accurate delivery of goods and services, which improved operational efficiency.
- Directed the hiring, onboarding, and training process of new hires, effectively meeting business requirements.
- Established and maintained relationships with external vendors and suppliers, enhancing business partnerships.
- Devised and executed strategies to maximize customer satisfaction, leading to improved customer retention.
- Implemented process improvements that shaped the organizational culture, optimized procedures for higher efficiency, and facilitated company growth.
- Negotiated contracts with vendors and suppliers, securing the best pricing and terms, which reduced operational costs.
- Scheduled employees for shifts considering customer traffic and employee strengths, ensuring optimal staffing levels.
- Monitored daily cash discrepancies, inventory shrinkage, and drive-off, reducing financial losses.
- Supervised the creation of engaging merchandise displays, attracting more store customers.
- Devised processes that boosted long-term business success and increased profit levels.
- Directed initiatives to improve the work environment, company culture, and overall business strategy, enhancing employee satisfaction and productivity.
- Streamlined operations, leading to an increase in profit.
- Established effective communication among unit staff and organization leadership, reducing miscommunications and missed deadlines.

SCIEX AFRICA LIMITED, Dar es Salaam Tanzania

September 2019 - April 2020

TECHNICAL SALES SPECIALIST

- Developed robust pipeline of sales opportunities by maintaining accurate information in CRM systems.
- Attended local and national trade shows to discover new products and services for addition to company's current offerings.
- Fulfilled orders and sourced products to meet rigorous customer delivery schedules.
- Maintained routine communication with clients to assess overall satisfaction, resolve complaints, and promote new offerings.
- Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.
- Used consultative sales approach to understand and meet customer needs.
- Resolved order issues efficiently and enhanced customer satisfaction ratings.
- Maintained sales tracking reports to support operational enhancements and implement corrective actions.
- Worked to develop network by identifying and pursuing new leads, attending

- industry events, and building rapport with clients.
- Used company CRM database to maintain sales information.
- Scheduled, updated and maintained product preparations and customer promotions.
- Tracked customer and supply chain details for precise and timely fulfillment.
- Maintained customer promotional logs for product advertising campaigns.
- Worked closely with commercial operational departments to schedule targeted promotional campaigns.

Benjamin Mkapa Hospital, Tanzania

June 2018 - November

Medical Physicist Practical Training

2018

- Quality assurance ,control and calibration of radiological and non radiological diagnostic equipment .such as CT scan, MRI, FLUOSCOPY
- Evaluation of radiation dose and quality of image during diagnostic procedure by using different diagnostic Phantom.
- Radiation monitoring and ensure safety in Healthcare Industry through use of radiation safety and detectors devices such as TLD's

ACCOMPLISHMENTS

- Successfully promoted to Operations Manager within two years of joining the company.
- Developed inventory tracking by using CRM database to streamline operations.
- Enhanced company savings by 30% through fostering consensus across corporate teams and coordinating cross-functional efforts.
- Generated approximately Tsh 2.5 billion in additional annual sales revenue by enhancing services for existing customers.
- Achieved zero lost workdays and recordable incidents by implementing a comprehensive safety awareness program.
- Conducted consumer testing to resolve product issues effectively.
- Documented and resolved tender concerns, leading to the successful awarding of various contracts.
- Oversaw a team of 20 staff members and facilitated the procurement and supply of diverse medical and laboratory equipment through efficient contract and purchase order management.

EDUCATION

University of Dodoma

January 2016 - December

Bsc in Physics.

2019

MWENGE HIGH SCHOOL ,Tanzania

2014 to 2016

Advanced Level with Physics, Chemistry, and Biology(PCB)

Kidinda Secondary School,Tanzania

2010 to 2013

Ordinary Level

CERTIFICATIONS

Selling into Industries: Healthcare

May 2024 - Present

LinkedIn

[Show Credential](#)

edX Verified Certificate for Biomedical Equipment: Repairing and Maintaining Biomedical Devices

May 2024 - Present

edX

Credential ID: 8a01bcce4b9c4a0fbc172090524cae52

[Show Credential](#)

HONORS

Minister of law and constitutional affairs

April 2019

University of Dodoma students organization

- Issues daily performance of students government in all aspects. Participate in arrangements of students burget and oversee performance of planned burget. Advertisement and promotion of gender roles and responsibilities in university campus .

VOLUNTEERING

I LOVE BLACK PEOPLE

2019 to current

I love Black Ambassador in Tanzania

LANGUAGES

Swahili (Native), English (Professional)

RECOMMENDATIONS

Henry Mwasasu

2018

Supervisor in Practical Training at Benjamin Mkapa Hospital, Tanzania

Peter Gondwe

2020

Senior Sales Executive and Application Specialist at Sciex Africa Limited, Tanzania

Eliatosha Mrima

2022

Biomedical Engineer at Muhimbili Orthopedic Institute, Tanzania

Jerome Manyai

2017

Lecture at University of Dodoma, Tanzania

Emanuel Mtenga

2022

Procurement Officer at Muhimbili National Hospital, Tanzania

Colonel A.S Ndumbo

2022

CO at Lugalo Military Hospital, Tanzania

