

# FRANK I MBISE

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## PERSONAL STATEMENT

I am solution-oriented and positive minded, proactive and very open minded, motivated, enthusiastic, creative and innovative personnel with desire to learn undertake new challenges with strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills as well as flexibility to work on different circumstances and with diverse teams

## PERSONAL INFORMATION

**FIRST NAME:** FRANK

**SURNAME:** MBISE

**OTHER NAME:** ISACK

**NATIONALITY:** TANZANIAN

**MARITAL STATUS:** SINGLE

**SEX:** MALE

**RESIDENCE:** ARUSHA

## ACADEMIC BACKGROUND

| YEAR      | INSTITUTION                     | AWARD                                       |
|-----------|---------------------------------|---|
| 2007-2013 | NGARENARO PRIMARY SCHOOL        | PRIMARY LEVEL EDUCATION CERTIFICATE         |
| 2014-2017 | NGARENARO SECONDARY SCHOOL      | CERTIFICATE OF SECONDARY SCHOOL EDUCATION   |
| 2018-2020 | ARUSHA SECONDARY SCHOOL         | ADVANCED CERTIFICATE OF SECONFARY EDUCATION |
| 2020-2023 | INSTITUTE OF ACCOUNTANCY ARUSHA | BACHELOR DEGREE OF ECONOMICS AND FINANCE    |

## EXPERIENCE

| YEAR                      | INSITUTION                | POSITION           |
|---------------------------|---------------------------|--------------------|
| July 2022-september 2022  | Nmb Bank Plc.             | Field Training     |
| October 2022-may 2023     | Smile communication ltd   | Brand Ambassador   |
| August 2023-December 2023 | Nmb bank Plc.             | Brand Ambassador   |
| October 2022 to current   | Frank shirts              | Enterpreneur       |
| May 2024 to current       | National bank of commerce | Direct sales agent |

## SKILLS

- Standard computer skills
- Team work and management
- Negotiation skills
- Data analysis using STATA
- Information analysis
- Administrative oversight
- Excellent written and verbal communication
- Basic mathematics
- Documentation and reporting
- Cash handling
- Inventory management

## RESPONSIBILITIES

### NMB BANK PLC. (BRAND AMBASSADOR)

- Watched crowd to identify prospects, capture interest and maximize sales opportunities
- Monitor consumer feedback on existing products and services
- Incorporated costumes and attention-grabbing techniques to boost promotional success
- Built lasting relationship with customers by delivering first-call resolution and taking ownership of scenarios
- Organized and carried out promotional events, set up and tore down event sites and interacted with customers

- Managed communication between clients and internal teams
- Tracked non-sales metrics for demonstration to help improve future promotions with better information and techniques
- Used consultive sales techniques to uncover customer questions and needs
- Promoted positive company image through superior customer service experiences
- Built relationships and personalized future client development opportunities by collecting customer data

### SMILE COMMUNICATION LTD (BRAND AMBASSADOR)

- Approached customers and engaged in conversation through use of effective interpersonal skills
- Planned and completed group projects, working smoothly with team members
- Worked with cross-functional teams to achieve goals
- Completed day-to-day duties accurately and efficiently
- Assisted with customer requests and answered questions to improve satisfaction
- Delivered products to customer locations on time
- Displayed strong telephone etiquette, effectively handling difficult calls
- Organizing team members to come up with strategies to improve sales

### NMB BANK PLC. (FIELD TRAINING)

- Dealing with customer inquiries to improve the customer service in branch
- Promoting the bank products to new clients to attract more leads for the bank profitability
- Assisting customer to comply with bank's regulation to acquire the products at a reasonable time
- Customer visitation to improve the relationship between customers and bank

- Providing new bank quotation for exchange rate in the branch
- Assessing the customer credibility to acquire loan from the bank
- Performing know your clients (KYC) processes
- Maintained positive working relationship with fellow staff and management
- Collaborated with others to discuss new opportunities
- Recognized by management for providing exceptional customer service
- Attended and participated in meetings and brainstorming sessions with team's members

## FRANK SHIRTS- ENTREPRENEUR

- Placed orders for additional stock when existing inventory was low or sold out
- Listened to customers interest and needs matched with suitable related products
- Answered store and merchandise questions and led customers to wanted items
- Researched current trends in fashion industry to stay up-to date on latest products
- Managed inventory levels of clothing items and ensured accuracy of orders
- Communicated with suppliers to ensure timely delivered of stock items
- Organized, stored and tagged clothes according to size, color and size.
- Cultivated strategic customer relationships, evaluated needs and opportunities within customers accounts and negotiated to gain sales commitment
- Assisted customers with selecting the right clothing sizes and styles
- Developed strategies for increasing sales volume within the store's target market
- Conducted regular price comparisons between competitors to ensure competitive pricing

## **NBC BANK - DSA**

- Account opening for clients and businesses
- Acquiring new leads to develop business between bank and companies
- Developing strategies to create new opportunities for bank profitability and liquidity
- Engaging in bank's meeting to make genuine decision for growth of the institution
- Customer visitation for partnership with the bank within financial realm
- Representing bank's brand on events like Kili Fair Tourism Expo for Promoting products of the bank

## REFEREES

1. HERMELINDA C. KASIHWAKI

BRANCH MANAGER- NMB ARUSHA MARKET

ARUSHA- TANZANIA

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E-mail: Hermelindakasihwakinmbbank.co.tz

2. JOVIN JOHN

LECRURER -IAA

Contact: +255755269893

E-mail: jovinjohn1@gmail.com

3. DENIS E MINJA

GT MANAGER -AIESEC IN TANZANIA

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E-mail-denisevarist25@gmail.com

## DECLARATION

I declare that the information provided in this CV is accurate and true to the best of my knowledge.

## SIGNATURE

A handwritten signature in black ink, appearing to be 'H. Kasihwaki', written over a large, stylized circular flourish.