

VICENT LUHENDE

P.O.BOX 7152 DAR ES SALAAM

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To whom it may concern,

I'm a holder of bachelor's degree in marketing and public relations at Tanzania Institute of Accountancy (TIA) Dar es Salaam region, with regard my education level builds a ground of doing project since then,

My ability to work as a team player and meet deadlines, along with my positive attitude and good morals will all contribute to success of your Company; I am highly committed with strong ambition and quickly understanding of tasks assigned and to organize a company's recourses to satisfy the Publics and Customers desires.

OBJECTIVE

Looking for a higher growth opportunity in organization providing a good working environment along with suitable opportunities for professional development.

PERSONAL DETAILS

Name	:	Vicent
Surname	:	Luhende
Sex	:	Male
Marital Status	:	Single
Date of birth	:	11/11/1998
Place of birth	:	Shinyanga
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Address	:	P.O.BOX 7152 DAR ES SALAAM
Language	:	English & Swahili

EDUCATIONAL BACKGROUND:

Duration	Course	School / College	Certificate
2018- 2021	Bachelor's degree in marketing and public Relations	Tanzania Institute of Accountancy (TIA)- Dar es salaam	- Certificate of Bachelor's degree in marketing and public Relations
2016 -2018	Advanced level education	Maghabe Secondary School-Mbeya	Certificate of Advanced Secondary Education
2012 – 2015	Ordinary Secondary Education level	Tinde secondary school - Shinyanga	Certificate of Ordinary Secondary Education
2005 – 2011	Primary School	Welezo Primary School - Shinyanga	Certificate of Primary School

AREAS OF EXPERTISE:

- Marketing and Sales services.
- Communication and Interpersonal skills
- Financial Management skills
- Leadership and Strategy planning skills

AWARDS

2019- : Certificate for attending the 2019 Marketing and Public Relation Workshop
at TANZANIA INSTITUTE OF ACCOUNTANCY

2023- : Certificate of services at WILMAR TANZANIA LIMITED

EXTRACURRICULAR ACTIVITY

- Minimal computer skills
- Public speaking and organizing mass events

WORK EXPERIENCE /EMPLOYMENT HISTORY:

Position: Direct Sales Agent

Organization: I&M Bank

Workstation: Dar es Salaam (February 2025 – Up to Date)

Duties and Responsibilities:

- ❖ Promote and sell the company's products or services directly to customers.
- ❖ Identify and engage potential customers through various platforms such as door-to-door, events, or phone calls.
- ❖ Demonstrate product features and explain their value.
- ❖ Build support and strong relationships with customers.
- ❖ Assist customers in placing orders and processing payments.
- ❖ Work to achieve or exceed assigned sales targets.
- ❖ Maintain records of sales and customer interactions.
- ❖ Provide regular sales reports and feedback to supervisors.
- ❖ Attend training sessions on product and sales techniques.
- ❖ Handle customer inquiries and resolve post-sale issues.

Position: Sales supervisor

Organization: COMPES COMPANY LIMITED- under the project of AIRTEL LIPA NAMBA.

Workstation: Dar es salaam (September 2024- February 2025).

Duties and Responsibility:

- Project Planning and Execution
- ❖ Oversee the planning, execution, and completion of project tasks related to the Airtel Lipa Namba.
- ❖ Ensure that the project stays on schedule and within budget
- Team Management
- ❖ Lead and supervise a team of professionals, ensuring they are aligned with project objectives.
- ❖ Assign tasks, set clear goals, and monitor team performance to ensure the quality of work.
- Stakeholder Communication
- ❖ Serve as the main point of contact between the project team and key stakeholders (e.g., Airtel management, external vendors, and partners).
- ❖ Report progress, escalate risks or issues, and ensure transparency in communication.
- Customer Satisfaction and Support

- ❖ Ensure that the system and platform (like Lipa Namba) are user-friendly, reliable, and meet customer expectations.
- ❖ Address any customer issues or feedback during and after project implementation
- Risk Management:
 - ❖ Identify potential risks, develop mitigation strategies, and manage any challenges that arise during the project.
- Quality Assurance
 - ❖ Ensure that project deliverables meet the required quality standards
- Training and Development
 - ❖ Train team members and relevant stakeholders on new systems or processes related to the Airtel Lipa Namba platform.
- Performance Monitoring.
 - ❖ Track the performance and success metrics of the project (e.g., transaction volumes, customer satisfaction rates, and service uptime).
 - ❖ Provide reports and analysis to management and make improvements where necessary.

Position: Direct sales agent

Organization: national bank of commerce (NBC)

Workstation: ZANZIBAR (January 2024- September 2024)

Duties and responsibility:

- ❖ Product promotion and sales: Selling financial products like credit cards, loans, savings accounts, and insurance policies directly to customers
- ❖ Customer acquisition: identifying and acquiring new customers for the bank by approaching individuals or businesses
- ❖ Lead generation: generating leads through various marketing activities, referrals, or personal networks.
- ❖ Customer Relationship Management
- ❖ Providing products information
- ❖ Market Research, gathering insights on market trends, competitor products

Position: Sales supervisor

Organization: Wilmar Tanzania limited

Workstation: DAR ES SALAAM (August 2022 – December 2023)

Duties and responsibility:

- ❖ Research and analyze market trends, Competitor offerings and other information that effect marketing strategies.
- ❖ Selling company's products such as cooking oil like (korie, sundrop....) foma, takasa and spaghetti as well as korie rice.
- ❖ Assist sales personnel by communicating demands for customers services
- ❖ Create marketing and advertising strategies, plans and objectives arrange promotional presentations.
- ❖ Promote products to distributors, retailers and workshop all over country. † Customer interaction and follow up
- ❖ Developing sales all over the country

Position: Sales supervisor

Organization: fern marketing company

Workstation: DAR ES SALAAM (November 2019 – October 2021) under the project of digital Banking (standard chartered Bank)

Duties and responsibility:

- ❖ Manage the flow of day –to- day operation
- ❖ Distribute report to the appropriate personnel
- ❖ Managing team in the field
- ❖ Training new employees and measuring junior staff performance
- ❖ Research potential leads from business directories, web searches, or digital resources.
- ❖ Doing Presentations to companies and colleges so as to bring awareness of the products and campaigns offered by the bank.
- ❖ Prepare sales events
- ❖ Understand customer needs and offer solutions and support,

Position: Brand ambassador

Organization: Swivel Marketing Company

Workstation: DAR ES SALAAM (January - May 2016)

Duties and responsibility:

- ❖ Walking door to door selling the product (Kiwi product)
- ❖ Distribute report to the appropriate personnel
- ❖ Conducting different events to bring awareness to the customers about the product

HOBBIES AND INTEREST:

I enjoy reading non-fiction books and socializing with friends and family

REFEREES:

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The facts set out in this submission are, to the best of my knowledge, true and complete. I understand that any false statement or plagiarism may disqualify me from the selection.

Regards

VICENT LUHENDE