

**HERMAN KWAYU**

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**OBJECTIVE**

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To associate with an organization that progresses dynamically and gives me a chance to utilize my Knowledge and skills, in the state of art technologies and be a part of a team that excels in working to Achieve the growth of the organization, service and enhance the community, and bring about personal career satisfaction.

I have a particular interest in Telecom revenue assurance and fraud management, Data mining, Data Analyst, Product & Business Development, Telecom, Database Administration, System Administration, contact and digital centre, and new System development, Mobile number provisioning, project management.

**WORK EXPERIENCE**

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**1. Airtel Africa, Nairobi, Kenya**

**Group Lead KYC & Simswap Compliance and Experience [April 2024- Current Date]**

Driving KYC, Sim swap and Airtel money processes to ensure regulatory compliance and seamless customer experience, while having competitive advantage for all 14 country operations in Africa.

**2. Ramani.io, Dar es Salaam, Tanzania**

**Sr. Project Manager-PMO [April 2022- April 2024]**

Reporting to CTO with the following responsible for leading teams to deliver the project(s) that span across one or more business units. Manage resources, schedules, and financials and adhere to quality and control guidelines throughout the full systems development life cycle. This also includes management of issues, risks and project change requests to ensure successful and on-time project delivery. Contribute to process improvement initiatives as it relates to improving project delivery. I also have the authority to run the project on a day-to-day basis. Verify that the project produces the required deliverables of quality, within the specified constraints of time and cost and to achieve the potential benefits defined in the business case.

**3. Ramani.io, Dar es Salaam, Tanzania**

**Project Manager-Products and Design [April 2022- Jan 2023]**

Reporting to the CEO With the below responsibilities:

- Manage project execution to ensure adherence to budget, schedule, and scope.
- Monitor or track project milestones and deliverables.
- Confer with project personnel to identify and resolve problems.
- Develop and manage the work breakdown structure (WBS) of information technology projects.
- Submit project deliverables, ensuring adherence to quality standards.
- Prepare project status reports by collecting, analyzing, and summarizing information and trends.
- A project manager directs and coordinates the activities of project personnel.

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- Establish and execute a project communication plan.
- Assign duties, responsibilities, and spans of authority to project personnel.
- Schedule and facilitate meetings related to information technology projects.
- Initiate, review, or approve modifications to project plans.
- Perform risk assessments to develop response strategies.

### **Achievements:**

1. Managed to rollout the full Package product that is Procurement system , Inventory Management Applications and SFA Applications to support the FMCG industry
2. Introduced the first Camera AI to the TZ market where we use the Cameras to give us the estimate of the stock in the Clients warehouses .
3. Created the product process to enable the Ramani product move quickly from ideations, discoveries, design, Development and distribution of the products.
4. Data warehouse architecture
5. Implemented Loan management system and tracking mechanism
6. Currently building financial market Place which is the first to be designed and implemented in Africa Market
7. Managed teams ,Products, Design and Engineering team that actual from different zone and cultures .

## **2. Airtel Tanzania Ltd, Dar es Salaam, Tanzania**

### **Senior Business Simulation Analyst-customer experience [15 July 2019- April 2022]**

Reporting to Head - Contact & Digital Experience, Customer Experience with below responsibilities:

- Number Provisioning and HLR activities.
- Contact and digital projects design & management
- Maintain CRM
- Overall checking of existing product performance, simulation from Customer Points of view, and suggesting/Providing recommendations for product improvement. Knowledgebase for new products and Validation of product functionality, billing and Quality assurance before launch
- Reduction of customer complaints on Airtel's products and services and increase customer satisfaction by 85%
- Reduction of Knowledgebase number of calls in the Call Centre through effective simulation and fixing of customer-facing issues in advance
- Reduction of the number of calls in the Call Centre through empowering customers, simplification of processes and fixing gaps in the products & VAS.
- Reduce fault Airtel hardware (phones, modems, and any other accessories) in Airtel showrooms and those supplied to corporate customer

**Achievements:**

- Integration of the New call centre partner to Airtel Business
- Call routing for both two operation call centres to assure business runs as the SLA
- Implementations of TCRA CS portal complaints system
- Implementation of the Airtel Single Screen Solution which Air puts all the systems in one screen to ensure a smooth customer handling process
- Implementation of dynamic/contextual IVR has introduced the new 362 \*2 services to customers and achieved over 30% call reduction. And improve online customer issue resolutions.
- 4G rollover raised customer awareness in the areas where 4G was implemented.
- Introduced a new self-sim-swap service which eliminated the frauds related to sim change.
- Assured zero errors on the new and existing products.
- Number provisioning 1M @month
- Design and Implement Single Screen functionality (All Airtel systems in one Screen)
- Introduce a customer Survey which aims to collect customer feedback on the Airtel Service.

**3. Airtel Tanzania Ltd, Dar es Salaam, Tanzania**

**REVENUE ASSURANCE (RA) BUSINESS SIMULATION Analyst, [August 2017 to 15 July 2019]**

Reporting to Team Leader Revenue Assurance and Fraud Management with the following responsibilities:

❖ **Quality product and service and reduction of repetitive customer complaints:**

- Attending and participating in pre-meetings in new product development (product/service) sessions and simulation of the product before its launch.
- Establish/recommend alternative ways of product management and functionalities before launch and look for a permanent solution to fix issues
- Validation of any GSM report from other units (BI, Oracle)
- Analysis of top complaints issues from customers and establishing possible ways of reducing and fixing them in general
- Establish/prepare monthly/quarterly/year simulation calendar plan for product and service and follow up for existing product and service simulation.
- Suggest ways to improve the quality of products and services

❖ **Effective communication on product /service and system consistency check:**

- Preparing simulation summary reports of all new and existing products and services before their launch and giving product visibility to the line manager for approval
- Product communication /briefing in all customers internally and no interaction with external customers.

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- Communication on all of the issues observed on product and service simulation to all concerned departments and management through the report

### ❖ **Customer satisfaction:**

- Simulation and testing of all products and services before they are launched
- Simulation and testing of all existing products and services in the markets from the customer's point of view and compared to others competitors and provide feedback to management for product improvement or changes to improve customer experience.
- Fixing all issues on the simulation report in collaboration with other cross-functional engagements for closure.

### ❖ **Financial dimension:**

- Reduction of customer complaints on Airtel's products and services and increase customer satisfaction by making sure no linkages as a result of the wrong configuration of a product

### ❖ **VAS vendor counts and revenue validation including invoices validations and VAS implementation and configurations validations.**

### ❖ **Perform validation of Postpaid& hybrid provisioning**

### ❖ **Airtel money reports, controls and validations**

### ❖ **Vouchers validation**

## ACHIEVEMENTS:

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### ❖ **Provisioning of 1.2M number each month**

### ❖ **Minimizing Revenue leakages and Savings**

- Resolving Charging issues reported by customers
- Resolving other Network, IT, Data and reporting issues resulting from daily controls
- VAS Vendor revenue and Invoice validations

### ❖ **RAFM Compliance**

- Managed to ensure RAFM compliance is at 100%

### ❖ **New product testing and validation**

- Managed to test and validate more than 169 products in one year

### ❖ **Manager Discretion (Projects): I have fully conducted the below projects**

- Contract cleanups and Validations
- National roaming connectivity
- Mobile Broadband Charging (MBC) cutover
- Postpaid provisioning validations
- ECMS new Prepaid Customer GUI to Replace MINSAT
- NGVS cutover (Next generations Voucher server)
- In-country System Migrations (MLA, SV, BI)
- SDP Balance loading
- Postpaid convergence project

## ACADEMIC QUALIFICATION

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### **ADVANCED DIPLOMA: NCC Education Level 5 Diploma in Computing**

**Institution:** PCTL Training Institute Dar es Salaam [MARCH 2021]

### **DIPLOMA: NCC Education Level 4 Diploma in Computing**

**Institution:** PCTL Training Institute Dar es Salaam [MARCH 2020]

### **NTA LEVEL 4: COMMUNICATION SYSTEM TECHNOLOGY**

**Institution:** DAR ES SALAAM INSTITUTE OF TECHNOLOGY [NOVEMBER 2016-AUGUST 2017]

**Knowledge & Skills Acquired Subjects:** database fundamentals and MySQL, telecom principles, networking principles, digital electronics, and circuit design, small business development, ac networks, dc networks.

**Awards:** *basic technician certificate in communication system technology*

### **2013-2016: St. Joseph University in Tanzania**

*Program: BS. ED in computer science & Mathematics*

### **Certificate: Ordinary Level Secondary Education**

**High School:** Lyasikika Secondary school [Jan 2007- Oct 2010]

**Subjects:** (Physics, Chemistry, Mathematics, Biology, Geography, History, Civics, English, Kiswahili.)

**Awards:** *Certificate of Secondary Education Examination.*

## PROFESSIONAL CERTIFICATIONS

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1. SQL-MYQL FOR DATA ANALYTICS AND BUSINESS INTELLIGENCE –July 2018

2. Project Management Professional (PMP)® -October 2023

[https://www.credly.com/badges/189c56d3-5893-45f5-9696-d77cff5ebb99/public\\_url](https://www.credly.com/badges/189c56d3-5893-45f5-9696-d77cff5ebb99/public_url)

## PROFESSIONAL SKILLS

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- Project management ensures timely delivery, optimal resource utilization and meeting of the intended objective.

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- Possesses skills in information management and handling.
- Monitoring and Evaluating new tools and technology to ensure they serve company needs.
- The ability the proactive sharing of information and reporting.
- Skills in Operating Platforms LINUX and Microsoft Windows Operating Systems.
- Skills in different database systems such as Oracle, My-SQL, MS-SQL and IBM DB2( BI)
- Advanced skills in Microsoft office applications.
- Skills in database scripting language SQL.
- Skills in policy, process and procedure creation and documentation
- Demonstrated skills in information management.
- Understanding of different data collection methodologies.
- General knowledge of Value-added services.
- General knowledge in Revenue Assurance and Fraud management
- GSM number provisioning

### **SELF-MANAGEMENT & PERSONAL SKILLS**

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- Open-minded & Optimistic.
- Ability to work diligently and independently.
- Ability to follow through and deliver on promises.
- Reliable & Honest with a high level of moral and ethical values.

### **LEADERSHIP SKILLS**

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- Excellent verbal and written communication skills
- Ability to think strategically.
- Ability to organize and motivate the team.
- Ability to work well with others at all levels of Management.
- Ability to take initiative and to work with minimal supervision
- Complex problem solving
- Creativity
- Judgmental and Decision making
- Negotiation
- People management
- Emotional intelligence
- Quality control
- Active listening

### **PERSONAL INTEREST**

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## Herman Kwayu CV

- Travelling
- Football (watching and playing), music (listening and dancing).
- Watching movie

## REFERENCES

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### **Mr Emmanuel Kisanga**

Team Leader Revenue Assurance & Fraud Management (Airtel money platform)

Airtel Tanzania Ltd.

Airtel House, Corner of A.H Mwinyi Road & Kawawa Road, Kinondoni,

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### **Mr Shekali Madi**

Airtel Money Product Controller

Airtel Tanzania Ltd.

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## Herman Kwayu CV

I, the undersigned hereby certify that to the best of my knowledge and belief, this profile correctly describes my qualifications, my experience, and myself.

**Signature:** Herman Kwayu

**Date:** [March'2025](#)