

## 1.0 Personal Details

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Enthusiastic and highly motivated person who is reliable, responsible and hard working. Possessing excellent communication and interpersonal skills and the proven ability to achieve targets and results. Flexible within the working environment and able to adapt quickly and positively to challenging situations whilst remaining calm, focused and positive. Mature with an outgoing, friendly personality who enjoys the challenge of working under pressure either independently or as a member of a pro-active team.

## 2.0 Education Background

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### 2.1 September, 2010 – June, 2013

**Dodoma University First Degree** Bachelor of Art in Economics and Sociology.

*Award bachelor degree certificate of economics and sociology*

### 2.2 March, 2008 – May, 2010

**St Anthony secondary school A' Level** History, Geography and economics

*Award Advanced Certificate of Secondary education Certificate (ACSEE)*

### 2.3 January, 2003 - October, 2007

**Benjamin Mkapa High School O' levels** Completed and Passed the Exam

*Award Ordinary Certificate of Secondary Education Examination (CSEE)*

## 3.0 Knowledge & Skills

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### 3.1 Languages

- Swahili & English Fluent in both speaking and writing

### 3.2 Computer Knowledge and Skills

- Quantitative and Financial Market analysis
- Statistical packages ; SPSS
- Web 2.0 & Web 3.0
- Microsoft office (*Word, Power Point, Access (database), and Excel*)

## **4.0 Working Experience.**

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### **4.1 1<sup>st</sup> July 2018 to 19th october2021 working as Head of operations (sales & marketing) at Mel investment limited**

- Formulate business strategy with others in the executive team
- Design policies that align with overall strategy
- Implement efficient processes and standards
- Coordinate customer service operations and find ways to ensure customer retention
- Ensure compliance with local and international laws (e.g. data protection)
- Oversee the implementation of technology solutions throughout the organization
- Manage contracts and relations with customers, vendors, partners and other stakeholders
- Evaluate risk and lead quality assurance efforts
- Oversee expenses and budgeting to help the organization optimize costs and benefits
- Mentor and motivate teams to achieve productivity and engagement
- Report on operational performance and suggest improvements

### **4.2 1<sup>st</sup> oct 2016 to 30<sup>st</sup> june 2018 worked with Mel investment limited Key Account manager.**

- Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition
- Acquire a thorough understanding of key customer needs and requirements
- Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
- Ensure the correct products and services are delivered to customers in a timely manner

- Serve as the link of communication between key customers and internal teams
- Resolve any issues and problems faced by customers and deal with complaints to maintain trust
- Play an integral part in generating new sales that will turn into long-lasting relationships
- Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics

#### **4.3 2<sup>nd</sup> February 2014 to 30<sup>th</sup> September 2016 worked with Smile communication Tanzania as Retail Sales Assistant**

- Ensure high levels of customer satisfaction through excellent sales service
- Maintain outstanding store condition and visual merchandising standards
- Maintain a fully stocked store
- Ascertain customers' needs and wants
- Recommend and display items that match customer needs
- Welcome and greet customers
- Manage point-of-sale processes
- Actively involve in the receiving of new shipments
- Keep up to date with product information
- Accurately describe product features and benefits

#### **4.4 15<sup>th</sup> august 2013 to 30<sup>th</sup> January 2014 worked with EASYBUY AFRICA as Social media marketing consultant**

- Creating social media marketing campaign to push sales .
- To design and create content that can promote product awareness.
- To respond all social media communication.
- To link the office with the world through social media .
- Conducting surveys to know customers needs, wants and demands.
- Respond to all queries and inquiry of prospective customer .

#### **4.5 1<sup>st</sup> July 2013 – 1<sup>st</sup> August 2013 ; Dar es salaam and mwanza regions**

Worked with **Bank of Tanzania(BOT)** as a research assistant on causes and effects of dollarization practices in Tanzania economy

- Conduct general population survey on usage of foreign currency versus domestic currency.
- Conduct focus Group discussion to know residents views on foreign currency usage.
- To prepare Questionnaire with proper set of questions that will give us insights on the particular issue.
- To compile data and conduct analysis on the subject matter.
- Tabulating and prepare reports and presenting results on the issue

#### **4.6 Field Training**

***Practical training at National Health Insurance Fund(NHIF) for 3 consecutive months***  
**Duties and Responsibilities..**

- Cleaning and present raw data related to membership , beneficiaries ,diagnosis and attained services from both NHIF and CHF
- Medical Price analysis from different accredited health care centers (*regional wise*)
- Provide assistance in data analysis and preparation for report presentation

#### **4.9 1<sup>st</sup> February 2011 - 16<sup>th</sup> march 2011; Arusha, Morogoro and Mwanza regions**

*Research for the project of lighting Africa aiming at supporting the development and distribution of safe, clean, affordable off grid lighting to Africans not yet connected to a grid facilitated by International Financial Cooperation for 2 weeks*

## 5.0 Interest

### . Research

- Reading motivational and inspirational books
- Community service
- Playing basketball

## 6.0 Referees

No	Name	Occupation	Contacts
1	Mr Gerry Namasake	Senior Service Consultant Airswift Consulting Tanzania Limited	P.O.BOX 33223 +255 758 811 212 +255 754 298 125  <a href="mailto:gerry.namasak@gmail.com">gerry.namasak@gmail.com</a>
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