**DIANA ANTHONY BWESHA**

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# **Personal Profile**

* Determined, organised and reliable worker with practical business and customer service skills, comprehensive knowledge of sales and marketing. I am versatile and able to demonstrate keenness and enthusiasm in the workplace. Able to work effectively in a team and at own initiative and enthusiastic to make a significant personal contribution to an organisation

* Active involvement in family’s retail chain (footwear, clothing and interior design): sales and promotion, market intelligence and strategic planning. Applying my skills in financial planning, human resourcing, product sourcing and supply chain management

**Key Achievements**

* First Class Honours Degree – BSc Finance & Accounting, UK, 2008
* Successfully formed North Manchester Women Refugee and Asylum Business Group, UK, 2007

# **Education Background**

**2005 – 2008: University of Salford, Manchester, UK**

* BSc (Hons) Finance and Accounting (1st Class)

**Core Modules:** Accountancy (Financial & Management), Auditing, Business Skills, People & Organisational Management, Economics, Law (Business & Company), Quantitative Analysis & Statistics and Taxation

**2005 – 2006: North Trafford College, Manchester, UK**

* Association of Accounting Technician (AAT) - (Pass)

**Core Modules:** Management Performance, Financial Reporting, Accounting Systems and Taxation

### 2004 – 2005: North Trafford College, Manchester, UK

### AAT Intermediate (Pass) & Management (Pass)

**Core Modules:** Evaluating Costs and Revenues (ECR), Financial Recording and Preparing Accounts (FRA), Management Theory, Problem Solving, Leadership Skills and Conflict Resolution

**2003 – 2004: Manchester College of Arts and Technology, Manchester, UK**

* Access Course in Business Studies and IT (A and B Grades)

**Core Modules:** Accountancy, Management, Business Law, Mathematics and English

**2002 – 2003: Manchester College of Arts and Technology, Manchester, UK**

* Computer Courses (Distinction and Pass)

**Core Modules:** Text Processing, Word Processing, European Computer Driving Licence (ECDL), Accounting Packages - SAGE and Tally

# **Professional Experience**

**2002 – Present: J & J Essentials, Dar es Salaam, Tanzania: Family Retail Chain Business**

**My roles:** Sales Planning & Management, Market Analysis, Strategic Planning

**My Involvement:**

* I have helped the business expand from home selling to opening two stores
* My analyses have provided sound and timely decision making to maintain competitive edge
* Business has diversified from traditional fashion wear to interior design and consultancy

**2009 – 2011: Trinity House, Manchester, UK**

**Finance Advisor**

* Prepared financial reports, for example expenditure and end-year accounts balances
* Supported communities through organisation’s support channels and financial services
* Quarterly review of organisation’s financial arrangements and setting agenda for improvement
* Involved in budgeting process and monitoring

**2005 - 2009: ASDA Supermarket, Manchester, UK**

**Customer Service Advisor**

* Dealt with processing and resolving customer complaints to provide an effective service and ensure customers enjoy a pleasant and hospitable experience
* Processed customer purchases

**2004 – 2005: Sodexho Healthcare, Manchester, UK**

**Patient Support and Liaison Officer**

* Acted as bridge to oversee effective delivery of patient food service
* Worked closely with Catering Department to ensure quality of service meets established standards
* Processed and resolved patients’ complaints

**2003 - 2004: Stockport Bakery, Cheshire, UK**

**Secretary**

* Operated switchboard and forwarded instructions accordingly to relevant departments
* Administrative duties: Filing, faxing and processing paper work
* Involved in customer service such as processing customer queries, responding to phone calls and attending to customer complaints

**2002 – 2003: Barclays Card, Manchester, UK**

**Data Entry Clerk**

### Data entry for new customers and updating customer details

* Raising orders for customers and logging comments on customer accounts
* Administrative duties: Filing, faxing, customer service and processing customer complaints

**Training Attended & Completed**

* Management and Leadership Skills

**Key Attributes, Skills and Competencies**

* Ability to deliver high quality results within tight constraints and deadlines
* Excellent problem solving ability, quick learner and competent team player
* Independent and innovative thinker with excellent communication and people skills
* Ability to adapt and respond effectively to changing priorities
* Ability to work in multi-disciplinary and multi-cultural environment
* Computer Literacy: All Microsoft Office Packages, Database Management & Accounting Packages

**Community / Extra Curricular Activities**

* **Roman Catholic Community Group, Secretary (2012 – Present)**

Actively involved in a religious community group as a secretary. My role is to deal with people directly on a daily basis and whenever there is an urgent of doing so. This requires good leadership and communication skills.

* **North Manchester Women Refugee and Asylum Group, Advisor (2006 – 2010)**

Involved on advising refugee and asylum women on what help is available to them; as well as promoting different activities in order to improve their family lives. Also supporting abused women and successfully formed a group business to help them rebuild their lives.

* **National Union of Students (NUS) – University of Salford, President (2006 – 2007)**

My role was to raise students’ voices and queries to the higher and appropriate levels on their behalf; as well as; chaired on local and national meetings.

**Additional Information**

Languages: Fluent in written and spoken English, Swahili & Kihaya

Interests: Swimming, aerobics, cooking (including watching cookery programs)

References: Available upon request