

FRANK KAMUGISHA

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BIODATA

Date of Birth: 21st March 1983
Nationality: Tanzanian

Gender: male
Language: English, Swahili

Marital Status: Married

KEY SKILLS AND ACHIEVEMENT

Good communication skills, keen to broaden knowledge, learn and experience new things.
High degree of self motivation and enjoy challenge of busy demanding work environment.
Committed team player and have ability to work with others to deliver positive results.
Education and work experience has given me flexible broad range of professional awareness.
Analytical and decision making ability.
Ability to work well with other related agencies.

CAPABILITY

Marketing and Customer care

Assist in identifying and look for new business opportunities.
Service and advice clients/customers on ways of saving money and minimize risk associated with business.
Develop new business and product in order to maintain overall profitability of the company.
Build good relation with decision makers in related agencies and companies and understand their strategies.
Establish new relation and managing portfolio of existing and new accounts.

Administrative duties

Conduct meeting and arrange meeting with other clients and other staff members from different departments.
Coordinate and implement maintenance of office records.
Act as a liaison between clients and other agencies..
Servicing and assisting customers.

Research and Development

Doing different kinds of alcohol industry research to gain insight in this market as well as general market share and conditions to gain awareness of general marketing condition in Tanzania Economy.
Promote public understanding and support for imported beer (especially Heineken and Windhoek Premium Lager) as being part and parcel of our expanding economic activities to increase per capital income.

INSTITUTIONS ATTENDED

2005-2008 Award	<u>Institute of Finance Management</u> Professional Accountancy option Marketing
2003-2005 Award	<u>Makongo High School</u> Advanced Certificate in Secondary Education
1998-2002 Award	<u>Loyola High School</u> Certificate in Secondary Education

COMPUTER LITERACY

MS-Word, MS-Excel, MS-Access, MS-Power Point, Internet & e-mail

WORK EXPERIENCE

August, 2009-TO DATE: MARKETING AND OPERATIONAL MANAGER (INARA INVESTMENT LIMITED)

Duties and responsibility

Looking for NEW CLIENTS (Importers) who wants to transport container and other CARGO
Supervision and controlling of our TRUCKS MOVEMENT from BORDER-DAR-BORDER
Maintaining WORKERS records on different task performed by them.
Follow up of AGENTS so that BILL OF LANDS are cleared within specified time.
Invoicing our clients on different tasks performed by our company on their behalf.
Follow up of DEBTS.

December2008-July 2009; Head of Marketing and Debit Collection Department/Assistant Operational Manager (Shella Beach Investment Co. Ltd)

Duties and responsibility

Debit Collection
Looking for New Clients.
Strengthen current market and maintaining current/available customer.
Establishment of proper managing tools for marketing department

October 2008-December2008: Loan Officer-Individual Lending Team Leader (Tujijenge Tanzania Limited)

Duties and responsibility

- Looking for clients to be given loan
- Loan approval
- Loan repayment and Follow-up of clients
- Team Leader of other Individual Loan officers
- Consultation to clients on proper use of their loan plus management of their business.

2007- August 2008: Sales Representative-Zonal Manager (Mabibo Beer Wines and Spirits)

Duties and responsibility:

- Looking for new customers (agents/outlets) and servicing the existing customers.
- Innovate new ideas and techniques to challenge traditional methods by liaise with customers.
- Managing customers' accounts by controlling incoming cash flow and debts follow-up as well as management.
- Arrange meeting with customers to evaluate and solve disputes to minimize customer dissatisfaction and complain.
- Monitoring service delivery to improve high performance.
- Preparing contracts and amends existing contracts
- Advising clients on serving money and spends.
- Recruiting and Training Promotion Team
- Supervising country wise promotion activities
- Product Launching Preparation and Events Manager

PROJECT AND RESEARCH WORK

2007-2008: Research assistant, Mabibo Beer Wines and Spirits Ltd with collaboration from Heineken International.

Duties and responsibility:

Different alcohol industry research by collecting and analyzing data.

REFERENCES

1. Mr. Jerome Rugemalira,
Marketing Manager,
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