

## My Detailed Curriculum Vitae

Ferdinand Mundaa Mpona  
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### Personal Particulars

Date of Birth : 30<sup>th</sup> May 1977  
Place of Birth : Singida  
Nationality : Tanzanian  
Sex : Male  
Marital Status: Married  
Current Residence: Tabora

### 1. Personal Summary.

I am passionate about working with best people and offers the customers the best services. I am cheerful. Ambitious, results-oriented and enthueastic individual whose career up todate has equipped me with skills and Experience needed to manage successful a banking operations. I am also a type of person who go beyond the call of duty. I have a proven leadership skills and tenacity required to get the job done. Right now, I am looking for a position where I can learn, develop and thrive more.

### 2. Career History.

#### (a) January 2011 to date-Branch Manager.

Having nine (10) years of managerial Experience from January 2011 todate as Branch manager in four (4) different Branches, I possess a required leadership skills and dynamism necessary to provide quality banking services of high order. As a Branch Manager, I am responsible for managing and leading branch staff to deliver exceptional customer services, working hard to bring new business and so boost bank's profit.

Being a Branch Manager, main Duties among others included; -

- Coaching branch staff on a way to increase sales and provide high quality customer services.
- Continually strive to create branch profitable businesses through cross selling and relationship enhancement.
- Setting objectives and achieving targets

On several occasion, I have acted in the capacity of a Zonal Manager during vacation of an incumbent zonal Manager.


#### (b) Manager, Customer Experience (September 2009 to December 2010-i. e 1 Year).

As Manager, Customer Experience, Main duties included among others; -

- Dealing with escalated customer queries and complaints.
- Advising customers on bank products and services.
- Leading and Monitoring front office and other branch staff on how they should interact with customers.
- Inspiring staff to not only hit targets but also deliver beyond expectations and offer great services.

#### (c) Loan Relationship Officer(MSMEs) -2005 to 2009(for 5 years).

As a Relationship Officer, I was responsible for; -

- Promoting the Bank and all of its Products to existing and potential customers.
  - Growing and managing quality loan portfolio.
  - Follow up of delinquent loans.
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**(d) Loan Relationship Officer Trainee (Two Months-February to March 2005**

Duties; -

- Classroom trainings on loans appraisals
- Field trainings on loan appraisals.
- Practical attachment on loan appraisals
- Orientation on general Bank operations

**3. Professional Competencies and Skills.**

- Management and leadership Skills-Open minded to constructive feedback.
- Ability to plan and deliver effective sales strategies
- Ability to build strong business relationships with individual and corporate customers
- Able to make effective decisions.
- Having high level of Integrity and Honesty.
- Self-motivated, result-oriented, friendly and helpful personality with interpersonal and team work skills
- Ability to work in a demanding, multi-tasking and multi-cultural work environment
- Good Communication skills

**4. Academic Qualifications**

- 2000-2004: **Bachelor of Science in Agriculture**  
Sokoine University of Agriculture (GPA 3.6 –Second Upper Class)
- 1997-1999: Advanced **Certificate of Secondary education**  
Mwenge High School
- 1993-1996: **Certificate of Secondary Education (CSE)**  
Mwenge secondary school (Division I)

**5. Hobbies**

In my leisure time, I enjoy reading Books, watching and playing football, Jogging, listening to the Music/ Gospel Songs, occasionally I go for adventures.

**Certification.**

I Ferdinand Mnyona declares that to the best of my knowledge, the information contained herein is truly and correctly describe my personal particulars and education.

**REFEREES:**

1. Dr. Raymond Salanga  
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4