

HYACINTA LACHUO

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PROFILE SUMMARY:

Business support professional offering versatile operational management skills and proficiency in Microsoft Office programs and QuickBooks. Strong planner and problem solver who really adapts to change, works independently, and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

Bio

Date of Birth: 13th August 1990

Marital Status: Single

Orientation: Female

Professional Experience:

ICAP AT COLUMBIA UNIVERSITY May 2017 to Present

Procurement Officer (FIKIA Plus) October 2021-Present

Responsible to provide support to the procurement unit by ensuring effective procurement systems are in place with regard to implementation of quality and timely procurement services while adhering to ICAP procurement SOPs and ensuring the organization benefits from cost savings and value for money

Responsibilities

- Timely communication with vendors on request for quotations and ensures that quotes or proforma from vendors are securely received
- Ensuring timely delivery of items to intended recipients before processing request for payments with finance
- Process and obtain relevant approvals for materials to be purchased in line with the existing requirements and protocols at payment levels.
- Develop strong professional relationships with key suppliers to ensure ongoing quality and reliability of supply
- Monitoring purchase processes by ensuring vendors are vetted prior to issuing POs and making payments
- Place orders for supplies through POs as required by ICAP regional teams and sites
- Provide information to ICAP central team when the procured items arrive from the suppliers for verification and acceptance then coordinate all logistics for delivering materials to the sites
- Work with finance and vendor management to ensure all vendors have completed all necessary forms and their banking information have been approved by the ICAP bank account templates and are available for payments by finance team.
- Maintain an up-to-date knowledge of vendor database for ICAP with most updated information including contacts for each vendor and removing deregistered vendors
- Create new vendor workflow profiles in ICAP Online and QuickBooks for authorization prior to being updated or created
- Work with Procurement unit Manager to plan for internal bid evaluations in the departments and plan for internal tender committee (ITC) meetings where tenders are relevant.

Administrative Assistant (FIKIA) May 2017-September 2021

Accountable for delivery of efficient and cost-effective operational services, providing guidance for operations of administrative support services and management of facilities. Ensures the office's operations and services comply with the organization's policy, procedures, rules, and regulations

Responsibilities

To provide a range of logistic support to ICAP Tanzania Office to ensure effective functioning of the office by:

Human resources Support

- managing contracts for staff, health insurance, monthly and bonus payments for volunteers as well as leave and attendance for field staff
- Maintaining database and updating contracts of outreach workers when due
- Coordinating collection of timesheets and any HR related document from the program team and submitting to Human resources
- Assist HR during recruitment process where needed
- Assist with on boarding of employees to the organization by conducting orientation in collaboration with the HR Team; this includes ensuring biodata, employee records forms, UNIs, ID cards, airtime and other working tools are provided.

Program and Logistic Support

- Manage program correspondence, collect information, and ensure decisions made are communicated to the relevant people
- Collaborating with program staff, coordinate the organization of program meetings, trainings, seminars, and other events
- Assist program team to compile list of participants, write and send invitations letters and ensure its receipts and confirmation of attendance.
- Assist program team to receive participant attendance list, facilitate by indicating participant's mobile numbers, and send to accounts for payment. Collect receipts from participants for reimbursement and submit to accounts
- Coordinating travel and accommodation bookings for staff and other partners as they travel on ICAP activities
- Check travel advances, travel claims and other settlement of advances and ensure adequate documentation is provided before they are processed.
- Maintain the tracking sheet of all payments and update the tracking sheet status
- Undertaken Central Admin Officer tasks while on leave or needed assistance
- Undertaken Executive Assistants tasks while on leave or needed assistance
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Operational Management

Supervise quality of service offered by vendors working under contract and manages invoices for office services (water delivery, cleaning and security services);

- Prepare and process payment requisitions for monthly utilities such as hotel, security, cleaners' payment bills, electricity, etc.

In charge of office security and assets such as IT equipment and office supplies

Fleet Management

Oversee and process invoice for fuel, repair and vehicle maintenance and process insurance claims in case of accident damages.

- Conduct monthly check of vehicles logbooks, fuel reconciliation reports and vehicle inspection
- Keep management advised on developments and changes related to the ICAP fleet

Procurement Support

- Manage inventory of materials by verifying current inventory levels and keep records to prevent inventory gaps so there is a constant supply of materials or equipment
- Initiate purchase requisition on supplies and materials that are running out or on demand
- Source quotations from vendors
- Screen and ensure the selected vendors have updated agreements
- ensure the vendors in my area have completed all necessary forms and their banking information have been approved by the ICAP bank account templates and are available for payments by finance team
- carefully initiate and checks purchase orders for accuracy, completeness, and clarity

Member-Internal Tender Committee (2018-2020)

to participate in the bid process and review documents procurement policies and practices and to ensure that these are in line with relevant laws as well as recognized good practices.¹ Through reducing the risk of illicit practices, market competition is enhanced, and prices paid by the project owner are at a competitive level

- Review the procurement process to ensure that it is fair, competitive, and transparent and provides the best value
- Open and assess the bids based on price, quality, availability of products and repair/replacement parts, and other criteria required for specific items
- Ensure that the proposed procurement action is in accordance with sponsor, Columbia University, and ICAP regulations and other instructions
- Notify the Country Director or their designee of the outcome of the vendor selection process, and obtain their affirmation prior to notifying the selected vendor

Volunteer-Logistics Assistant (TISINI Project & IBBS Survey) Feb -Sept 2019

responsible for providing the supply chain needs/requirements of the project including procuring all program supplies and services, accounting for all assets, managing stocks, and managing fleet concerns

- Coordinates to all units for timely program implementation.
- Assist and accommodate the implementation team in all administrative and logistics support needed such as trainings, meetings and workshops
- Accountable for the compliant processing of all procurement of program supplies, office supplies, training materials, training venues, catering services, among others that are needed for the emergency response operations according to the Procurement Policy
- Oversees fleet concerns that includes the daily movement of the program and support staff, mobilization of program supplies for distribution and observance of safety & security protocols, management of drivers
- Responsible for keeping track of all supplies received and dispatched through the Warehouse Tracker and keeping documentation these movements intact, including acknowledgement from beneficiaries for distributed goods.

Achievements:

- Awarded employee of the year 2017/2018 from contributions towards the team
- Around 2019 while serving as Internal procurement committee member we managed to make timely procurement decision of a value worth USD 1.5 million at a very limited time frame
- Timely submission of vendor and outreach payments

CROWN PAINTS TANZANIA LTD Oct 2015 TO Apr 2017

Account Manager (Project Sales)

Responsible in developing long-term relationships with a portfolio of clients, connecting with key business executives and stakeholders. Liaise between customers and cross-functional internal teams to ensure the timely

and successful delivery of our solutions according to customer needs. Manage and develop client accounts to initiate and maintain favorable relationship with clients. Responsible for leading a team of Account Managers dedicated to meeting the operational needs of assigned client segments

Responsibilities:

- Conduct market research and analyze market trends.
- Be the primary point of contact and build long-term relationships with customers
- Conduct market research and analyze market trends while monitoring competitor 's marketing and sales activities in the market.
- Planning and coordinating sales events such as product launch, sundowners, Eid dinners and inviting potential customers
- Visiting customers and making sales presentations to pitch on new products and relay any new information
- Ensure that all orders are signed before dispatching them to customers and all invoices always matched to respective delivery notes.
- Participate in monthly WOC (Walk, Observe, Communicate) sessions.
- Make sure customers are well satisfied with the company's products.
- Maintain good relationship with customers.
- Develop database of potential customer to ensure future pipeline.
- Represent the company at trade exhibitions e.g., Sabasaba, Nanenane and during Professional bodies meetings
- Make suggestions to management on how to improve sales performance.

CROWN PAINTS TANZANIA LTD Sept 2014 to Sept 2015

Showroom Coordinator

Responsible for providing a flawless experience for events held within the showroom and establishing and maintaining its corresponding relationships. It is a part event planning, part administrative role that should ensure client, customer, and company satisfaction

Responsibilities:

- Manage showroom and conference room calendars. Anticipate potential conflicts and proactively communicate to resolution
- Guide customers to the product displays at the showroom and brief them on the product range
- Finalize order, Preparing and sending proforma invoices to clients
- Receive cash payments from customers and issue receipts.
- Identify and recruit new distributors and retailers.
- Preparing weekly and monthly sales reports
- Contributing to the annual sales and Marketing plan
- receiving and distributing samples and packages as well as shipping packages on daily basis.
- Responsible for tracking goods both incoming and outgoing and notify proper parties
- Finalize order from customer or liaise with the sales staff on the order
- Participate in product training and relay learned information to customers
- making customer follow-up and attend marketing queries
- Ordering and managing office supplies
- In charge of catalogues and samples and judicious distribution of the same
- When needed, manage the calendar and travel for the CEO and other company directors upon their visit in Tanzania Office

Other Experiences

FORTE FREIGHT LTD Sept 2012 to March 2014

Admin & Tracking Officer

To oversee general office operations as well as keep track on in and out land transit shipments.

Responsibilities:

- Maintain files and database of clients, shipping companies and containers
- Maintain database of shipments and customers and vendors
- Keep records of costs such as demurrage fees and waivers approved
- Keep track of inland and outland transit shipments
- Respond to incoming phones calls and emails and offering solutions.
- Handle customer inquiries, complaints, billing questions and payment extension/service requests.
- Supervise quality of service offered by vendors working under contract and manages invoices for office services
- Handle staff welfare issues such as attendance, leave, overtime and any other related issues.
- Ensure compliance to environment, health and safety standards and policy requirements for continuous improvement

Education

University of Dodoma 2015

Awards: Bachelor of Commerce in Accounting

Marian Girls Secondary School 2009

Awards: Advanced Certificate of Secondary Education (ACSE)

Visitation Girls Secondary School 2006

Awards: Certificate of Secondary Education (CSEE)

Other Training and Seminars

May 2009 Certificate in Introduction to Micro Computer by Kilimanjaro Information Technology (KIT)

April,2012 Effective Office Administrator trained and awarded by People Power

May 2021 Discrimination and Harassment Prevention Course by Humentum

Referees

Ally Mawanja
Regional Community Services Manager
Management and Development for Health (MDH)

Anita Chilunda
Operations and Fleet Manager
ICAP at Columbia University

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