

RESUME

PERSONAL PROFILE

Full Name: Anna Alfred Wapalila
Place of Birth: Dar es Salaam
Nationality: Tanzanian
Gender: Female
Date Of Birth: 22nd March, 1982
Marital Status: Single with two children

Carrier Objective:

To work with an employer who can provide me with an opportunity to develop my career and make a positive impact in the company's growth and development of my personal growth.

CONTACT INFORMATION

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WORKING EXPERIENCE

Alliance Life Assurance Limited (Jan 2017 to date)

Sales &Marketing Executive: Main duties and responsibilities are;

- To maintain relationship with existing clients
- To follow the renewal of the existing clients.
- To generate sales and creating new leads
- Writing and Compile Sales report
- Sending Quotation for new business
- Writing Business Proposal for new client
- Doing Presentation & Prepare Policy documents.

United Parcel Services (UPS June2015-2017)

Sales Executive: Main duties and responsibilities are;

- To generate sales and creating new leads
- Writing and Compile Sales report
- Sending Quotation for Air freight and Sea Freight
- Writing Business Proposal for new client
- Doing Presentation

I & M Bank Limited (January 2014 – June 2015)

Relationship Officer: Main duties and responsibilities are;

- To develop and maintain professional understanding of I&M corporate customer base and maintain the relationship.
- Manage the corporate customer base operational needs and act as key contact for selected customer relationships under my portfolio.
- Offer World class customer services to customers by ensuring timely and scheduled response to customers' queries.
- Be a conscious contact for the corporate banker with respect to any potential issues and/or opportunity that the bank can factor in to optimize its wallet share.
- Being responsible for corporate account opening, its within my mandate to safeguard the bank by ensuring 100% compliance to policies and regulations including KYC and approvals on new accounts before they are opened.
- Review independently all documents and link entire customer accounts to ascertain the ideal suitable product to sell to the customer that best suit customer needs.
- Beef up the customer base through direct selling, cross selling and/or giving leads to the corporate bankers respectively to the sales opportunities as surfaced from the customer engagements.
- Act as a defense line by collecting mandatory customer information to analyze client financial capacity and capability so that the bank can make informed decisions.
- Managing end to end relationship with corporate clients.
- Champion CSR initiatives for the corporate department

ARAMEX International Tanzania, Ltd (January 2011 - December 2013)

Customer Accounts Executive: Main duties and responsibilities were;

- Direct marketing of Aramex International products.
- Selling of the Aramex products to both corporate and retail clients. I was able to grow my portfolio from TZS zero to TZS in 3 years.
- Monitoring of customer payments before and after processing.

STANBIC BANK (Dec 2009 - July 2010)

Customer Consultant: Main duties and responsibilities were;

- Grow SME customer base as per the agreed target.
- Handle and manage customer's queries
- Facilitate customer operational requirements like advising on the key tariffs, arrange inter account transfers and order statements, ordering of cheque books and paying in books including any customized stationery, to arrange opening, closing and transfer of accounts as well as input and amendment of customer account details

- Facilitate amendment and cancellation of regular payments instructions, to arrange deposit of funds with treasury, to obtain and action customer requests for international payments, to take details of complaints from customers to investigate and co-ordinate action to rectify, pro-actively update customer on progress and identify ways of ensuring complaint is not received again in the future, to monitor level of customer service and satisfaction and finally to make sure you meet your sales targets accordingly.

BARCLAYS BANK TANZANIA LTD (May 2007/ June 2008)

Corporate SME as Business Customer Advisor: Main duties and responsibilities were;

- To act as the primary point of contact for Small Business Customers within a Small Business Team/Outlet,
- Responsible for servicing the needs of own portfolio of customers, initiating cross-selling opportunities so the bank can make optimal profit from clients
- Safeguard the bank's interest by meeting the review requirements, monitor portfolio to ensure charges are done correctly on the customer's accounts across all products and services.
- Act as financial advisor to customers. Being the initial point of contact for borrowing requests, I was responsible for interrogating the customers to ascertain true needs and advice them relevant products as per their need.
- Defend customers before management and credit committee
- Assist other sales team for personal accounts with leads and identify and solve problems for potential and existing Small Business Customers
- Point of escalations of Small Business Customers to appropriate product specialists within the bank, eg; trade and treasury
- To deal with general complaints from Small Business Customers and Processing Loans with preparing CAMPARI.

STANBIC BANK (Aug 2006)

Temporary Clerk: Main duties and responsibilities were;

- To capture data on system from the Twiga Cement Shares application forms as Stanbic was the leading Bank on those shares. It was temporary because I was still on my second year at Institute of Finance Management.

CRDB BANK LIMITED (June/July 2005)

Internship. Main duties and responsibilities were;

- To receive upcountry cheque, receive Dar es salaam branch cheque, to post cheque, learn how to go on loan applications, customer services etc.

EDUCATION:

2019 Chartered Insurance Institute (CII)
on Progress: *Certificate Level*

2017 The Institute of Finance Management, Tanzania
Awarded: *Certificate of Proficiency in Insurance (COP)*

2004/2007 The Institute of Finance Management, Tanzania
Awarded: *Advanced Diploma in Banking*

2001/2003 College of Business Education, Tanzania
Awarded: *Certificate in Business Administration*

1997/2000 Forest Hill Secondary School, Tanzania
Awarded: *Certificate of Secondary Education (CSE)*

SKILLS:

Computer skills (Basic concepts of IT, using a computer and managing files, Microsoft office (Word, Power Point, Excel), Internet & E-mails.

PERSONAL STRENGTH

Meeting customer needs

Managing Relationships

Great communication

Active listening

Self control

Self confidence

Initiative

Analytical thinking

Team work

LANGUAGES:

English & Swahili (Oral and written)

DRIVING LICENCE:

Class D

OTHER INTERESTS:

Swimming, Reading, Traveling, Praying, Charity Activities, Music and Movies.

REFEREES:

Adam Mihayo
Managing Director &
Chief Executive Officer
Bank of Africa
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