

# FARIDA BILARI MPOTWA

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## **PROFILE SUMMARY:**

Administrative support professional offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner and problem solver who really adapts to change, works both independently and as a team to exceed expectations. Able to work under minimum supervision and with multiple priorities and still meet tight deadlines without compromising quality.

## **Professional Experience:**

### **OCP TANZANIA LIMITED**

**OCTOBER 2017 TO PRESENT**

#### **ADMINISTRATIVE ASSISTANT.**

- Provides a range of logistic and administrative support to OCP Tanzania Office to ensure effective functioning of the office
- Organize and arrange travel, flights and hotel bookings and expense reports for all staff and OCP visitors
- Meeting scheduling, agendas setting and writing of minutes
- Maintain up to date insurances for all facilities and equipment.
- Provide a liason between OCP Tanzania and key suppliers of office equipment ensuring all necessary service is provided.
- Supervise and control quality service delivery of outsourced services including travel agencies and cleaning company.
- Work closely with the Finance Manager in managing inventory.
- Work with the Finance Manager to ensure the emergency and risk-management plan developed at the country-level is well-communicated, implemented and reviewed on a regular basis, covering the safety and security of staff.
- Prepare customer orders and sending to the warehouses for loading purposes.
- Support the maintenance of office files, documents, and records in accordance with established systems and processes so that information is current and readily available for staff.
- Undertake standard data entry tasks in accordance with defined program, to ensure information is organized and readily available for the business team (such as., Local Purchase Orders & Payment Vouchers Creation, Trip Documents Creation as Mission Orders and Travel Allowance preparation).
- Handle staff welfare issues such as sickness,leave,overtime,or any other related issues.
- Draft various letter, official documents and project activity reports.

### **YARA TANZANIA LIMITED**

**JANUARY 2017 TO SEPTEMBER 2017**

#### **LOGISTICS OFFICER**

- Keep track of all shipments both in bulk and in containers
- Cordinate with clearing and forwarding agent and ensure proper communication with authoirities such as TFRA,TBS,GCLA and the PORT to facilitate acquisition of consignment documents prior to birth of the vessel.
- Prepare Daily Logistics Reports and present to the Supply Chain Manager through SUN SYSTEM.

## **YARA TANZANIA LIMITED**      **APRIL 2016 TO JANUARY 2017**

### **ADMINISTRATIVE OFFICER.**

- Collect, sort, and disseminate correspondence, reports and other material to meet the required demands of staff to time standards.
- Respond to routine queries received and escalate where appropriate, to provide a timely and accurate service to clients.
- Proofread written documents, such as standard reports and correspondence, to contribute to the accuracy of written information developed by staff.
- Make travel arrangements and support events, to support staff to work effectively.
- Support the maintenance of office files, documents, and records in accordance with established systems and processes so that information is current and readily available for staff.
- Undertake standard data entry tasks in accordance with defined systems, to ensure information is organized and readily available for the business team, LPO Trip Documents Creation and Travel Allowance preparation).
- Process work permits applications, renewals and cancellations, and prepare work certificates, expatriate staff support etc.
- Proper filing (both signed hard copy and electronically) for financial report tracking.
- Support procurement processes (equipments, supplies and services).
- Check travel advances, travel claims and other settlement of advances and ensure adequate documentation is provided before they are processed.

## **Other Experiences**

### **SATGURU TRAVEL COMPANY**      **MARCH, 2013 to FEBRUARY 2016**

#### **MARKETING MANAGER.**

- Responsible on prospecting, promoting company's services (Travel and Tour services)
- Preparations of Tenders from different institutions and ensuring submission before deadline
- Retaining existing clients by close follow up for their feedback
- Manage Sales Representatives (Booking staff) to ensure prompt service is issued to clients

### **SIMBA TECHNOLOGIES (T) LTD**      **2011 to FEBRUARY 2013**

#### **SALES EXECUTIVE.**

Responsible on selling and promoting software solutions such as Accounting and Payroll systems (Sage Pastel, Sage Payroll and Pastel Evolution) as well as Banking solutions (Customer Relationship Management).

# VODACOM TANZANIA LTD

2008 to 2011

## CUSTOMER CARE OPERATOR.

Responsible on picking customer's calls, solving their queries using different systems like ICAP, AVAYA, Work Force Management, RMS, M-pesa as well as reporting customer's feedback to the management.

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## Education

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College of Business Education (CBE)

2005 to 2008

Awards: Advanced Diploma in Marketing

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Kibondo Girls Secondary School

2003 to 2005

Awards: Advanced Certificate of Secondary Education (ACSE)

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Usoke Secondary School

1999 to 2002

Awards: Certificate of Secondary Education (CSEE)

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## Other Training and Seminars

MWANANCHI COMMUNICATION LIMITED

2007: Field practice as Sales Trainee under Marketing Department

DAR ES SALAAM UNIVERSITY ENTREPRENEURSHIP FORUM

2006: Attended Seminar on Entrepreneurial Job Market and Responsibilities

### Referees:

1) **Mbette Mshindo Msolla (PhD)**

Country Manager

OCP Tanzania Limited

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2) **Hance Mwafongo**

Finance Manager

OCP Tanzania Limited

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