

## A. PROFILE

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I am a Banker and Tech Enthusiast with 7 years working experience in the Banking Industry as well as Technology & Innovation industry, I have had the joy to work with dynamic teams during my time at FNB (T), Tujenge Technologies Ltd, Cartrack Tanzania Ltd and currently at NMB Bank Plc. With my gained experience, I believe I can contribute meaningfully to business objectives in Account Management, Business Development as well as Banks' retail and commercial products.

## B. PERSONAL INFORMATION

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Date of birth: 19<sup>th</sup> October 1990  
Gender: Male  
Age: 32 Years  
Nationality: Tanzanian  
Marital status: Single  
Mobile number: +255654393029  
+255758905794  
Email address: [embunda19@gmail.com](mailto:embunda19@gmail.com)

## C. EDUCATION BACKGROUD

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2012 to 2015: Bachelor of Commerce in Marketing, at The University of Dar es salaam.  
2010 to 2012: Advanced Certificate of Secondary Education (ACSEE), at Lyamungo Secondary.  
2006 to 2009: Certificate of Secondary Education (CSEE), at Maua Seminary.  
1999 to 2005: Certificate of Primary School Education at Mikumi Mpya Primary School, Morogoro

## D. WORK EXPERIENCE

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| April 2022 to Present | <b>NMB Bank Plc: Relationship Manager Mortgage Financing.</b><br><u>Duties</u><br>-Engaging in sales of Mortgage and embed mortgage sales culture across the network.<br>-Appraising Mortgage credit applications above the Relationship Officer's limit from branches and provide recommendations for decision making<br>-Taking a leading role in driving growth of Mortgage business, through networking and promoting the business among branch sales teams and branch managers.<br>-Building the capacity of the branch sales teams through on-going training, coaching and support in order to ensure quality credit applications and Business Growth.<br>-Establishing, strengthening, and managing relationships with all the key stakeholders in the Mortgage Financing i.e., Real Estate developers as well as at individual Official level<br>-Being conversant with policies, procedures and Market trends pertaining to all bank products and services and be able to adapt to change based on technological advancements and customer satisfaction. |
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| June 2021 to February 2022 | <p><b>Cartrack Tanzania Ltd: Key Account Sales Manager</b></p> <p><u>Duties</u></p> <ul style="list-style-type: none"> <li>-To identify opportunities for greater profits and to generate new business for Cartrack in Tanzania Market and promote products in order to increase brand awareness in Tanzania</li> <li>-Develop and maintain strategic long-term trusting relationships with high volume clients to accomplish organic growth and long-term company objectives.</li> <li>-Serve as contact point for key customers and internal teams.</li> <li>-Resolve customers' complaints in an effective and respectful way</li> <li>-Gather, report and communicate customers' feedback on service, technology and product delivery</li> <li>-Preparing weekly plan and pipeline reports.</li> <li>-Update and maintain the CRM as sales management tool</li> </ul> |
| October 2019 to May 2021   | <p><b>Tujenge Technologies Ltd: Business Development Manager</b></p> <p><u>Duties:</u></p> <ul style="list-style-type: none"> <li>-Developing growth strategies and plans to archive the company's goals.</li> <li>-Increasing client base through sales engagements.</li> <li>-Drafting and reviewing existing and new contracts.</li> <li>-Managing and retaining relationships with existing and clients</li> <li>-Preparation of daily, weekly, monthly and yearly reports</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                 |
| May 2018 to October 2019   | <p><b>FNB Bank Tanzania:Group Scheme Consultant.</b></p> <p><u>Duties:</u></p> <ul style="list-style-type: none"> <li>-Establishing and maintaining a mutual business relationship with Corporate and Commercial companies for their employees to access personal loans from FNB. (This also includes the sales presentations and the preparation of MOU)</li> <li>-Collaborating with other departments such as credit and legal for an effective Portfolio management</li> <li>-Preparation of daily, weekly, monthly and yearly reports</li> <li>- To conduct marketing researches, campaigns and strategize on how to get more customers and retain the existing ones</li> <li>-Cross selling other bank products.</li> </ul>                                                                                                                                         |

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| March 2017 to May 2018  | <b>FNB Bank Tanzania: Home Loan (Mortgage)Team Leader</b><br><u>Duties:</u><br>-Managing the sales activities of 5 Home Loan Consultants across the zones.<br>-Conducting marketing researches, marketing campaigns and strategize on how to get more customers and retain the existing ones.<br>-Collaborating -with other departments (credit and recovery) to achieve the bank's target.       |
| Sept 2015 to March 2017 | <b>FNB Bank Tanzania: Home Loan (Mortgage) Consultant.</b><br><u>Duties:</u><br>-Presenting Home loan product to potential customers the retail and commercial base<br>-Growing the book from Tzs 4.5 Billion in 2015 to Tzs 16 Billion in 2018.<br>- Preparation of weekly and monthly reports.<br>-Maintaining a good customer relationship as a home loan facility is a long-term relationship |

#### D. TRAINING

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| August 2022                                       | <b>Mortgage Finance :The Tanzania Institute of Bankers (TIOB)</b><br>To develop an understanding of all areas of mortgage financing as well as to achieve standardization in filing and documentation requirements.                                                                                                                                                                                                                                                |
| July 2014 To August 2014.<br>(Practical Training) | <b>DarEnterprise</b><br><u>Duties.</u><br>-Conducted a Social marketing research at Manzese Area for the entrepreneurial business idea intending to solve social-economic problems facing Manzese residents.<br>After 8 weeks of training at DarEnterprise's entrepreneurship training under CDI (Cambridge Development Initiative) we presented our innovative business ideas to Hon. January Makamba<br>(By then The Deputy Minister of Science and Technology). |
| May 2012 To June 2012                             | <b>Motor Vehicles and Motor Cycle basic training.</b><br>Driving Skills with Driving license class A and D, the course being held in 2012 at VETA MIKUMI                                                                                                                                                                                                                                                                                                           |

## **E. AWARDS.**

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**DUMA:** Certificate of attendance: Marketing Forum – 20<sup>th</sup> April 2013.

**DUMA:** Achievers’ Awards for the best advert for ASAS diaries 6<sup>th</sup> June 2015

## **F. COMPUTER SKILLS**

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### Application Software Level of Proficiency

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| Ms Word                     | Intermediate |
| Ms Excel                    | Intermediate |
| Ms Power Point Presentation | Intermediate |
| Internet and Email          | Intermediate |

## **G. LANGUAGE SKILLS**

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### Language Level of Proficiency

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| English   | Fluent |
| Kiswahili | Fluent |

## **H. INTEREST AND HOBBIES**

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Football, Music and Movies, Social Networking, Tech- Entrepreneurship workshops.

## **I. REFEREES**

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Mr Silvest Arumasi, Managing Director Akiba Commercial Bank Plc

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Miss Patricia Nguma, Asset Manager, Absa Bank.

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Mr Joseph Andrew Singano, C.E.O Tujenge Technologies Ltd.

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## **DECLARATION**

I Emmanuel B Mbunda, hereby declare that the information in this resume is correct and true to the best of my knowledge.