### Queenrahel Msumeno Tendwa

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#### **PROFILE**

Well experienced skilled professional, Administrator, with experience in working at the corporate level with experience in Microfinance institutions, non-governmental organization, and hospitality industry. Possessing a high standard of professionalism, quality of work and work ethics with ability to adopt a challenging business and lead change. Career record of excellent performance, business management and outstanding administration experience.

#### **Strengths**

- 13 years of progressive work experience
- Business management and administration expertise
- Enough experience in planning and organizing
- Expertise in media production and broadcasting
- Good judgement in problem solving and problem analysis
- Good understanding of human resources functions
- Ability to manage multiple tasks and assignments simultaneously
- Relationship building skills in overseeing operations and leading a team
- Ready to accept business challenges and changes
- Project coordination local and international

## **Education Background**

2002 - 2003	Dar es Salaam school of Journalism, Advance Certificate Course
2002 - 2002	Inter Media Business Solution Ltd, Certificate on Secretarial Services
1998 - 2001	Technical College Arusha- Ordinary Level Certificate
1991- 1997	Kimandolu Primary School- Primary Level Certificate

# Other Training & Awards

- **2010** Customer Care training -Confederation of Tanzania Industries (CTI), Dar es Salaam
- **2009** The Outstanding Receptionist CTI- Dar es Salaam First Aid & Fire Awareness Ultimate Security Dar es Salaam
- 2008 Executive Secretary Management / PA Symposium-MMI-Nairobi, Kenya
- **2007** Executive PA's & Office Mangers East & Southern Africa- A.M.C International-Dar es Salaam

#### **MAJOR ACHIEVEMENTS**

- Coordinator of Government Task Force team on Ngo Sustainability Strategy up to date
- Managed coordinate meeting with the Vice president of United Republic of Tanzania on the 5<sup>th</sup> Regime.
- Prime Minister and Internal Affair Ministry, Foreign affairs meetings
- **Manage** and prepare meetings between Tanzania Gatsby Trust and Presidents office and between Tanzania Gatsby Trust and the Prime Ministers and other Ministries offices in between 2007 & 2008.
- Through experience working with Tanzania Gatsby Trust, gain experience in budget
  preparation, making banking, keeping office petty cash, and managing the office
  administration budget. This including preparation of cheques requisition and securing
  cheque signature and maintain financial record as recued by the finance and
  administration manager.
- I **led the team** in recruitment process of fresh staff through preparation of job adverts, receiving application short listing, arranging interviews and preparation of employment contacts, from 2007to 2009, at Tanzania Gatsby Trust (TGT).
- Participated in the preparation of the company's manual book in 2010 at FANIKIWA Micro Finance Tanzania Limited.

#### **CAREER HISTORY**

### **SMEs Programme Assistant:**

#### July 2014 to 2015 - Tanzania Gatsby Trust

- Leading the team and provide support on Coordinating and organizing various training sessions between SMEs and service providers.
- ➤ Lead the panel on analyzing and produce a comprehensive report on training progress and development of the training curriculum
- Manage and provide regular Support to women on E-Mentoring projects
- Undertaking special Administrative Assignments in liaison with the SMS Development Manager

#### Personal Assistant to the CEO:

#### May 2013- June 2014- Tanzania Gatsby Trust

- > Serve as the personal lobbyist to the C.E.O and to manage all communications to public (electronic, written or verbal)
- ➤ Coordinate scheduling of all demands on the C.E.O's time with stakeholders and other agencies.
- ➤ Processing all the C.E.O's business reports and conduct research on the matters that has companies' attention especially on business and legal matters

#### Head of Administration:

#### January 2011- April 2013- FANIKIWA Micro Finance Tanzania Limited

Managing the overall office Operation for conducive working environment

- ➤ Working hand in hand with the finance department in supervising the budget administrative need and concerns at the head office and branches in the regions
- Ensure that all the administrative requirements are adhered too and attended as per the company policies
- ➤ Continuously identifying and process measures to the finance and administrative department improve workflow, upgrades of equipments and to conduct periodic inspections and act appropriately to ensure staffs work in a safe and healthy environment.
- Consult with Legal Office and ensure that tenancy agreements, insurance policies are maintained and up dated
- > Ensure the security of the office premises
- Manage and oversee all travel arrangements for all staff i.e., ticketing/hotels
  Administrative Officer/Customer services Officer Scope: Jan 2010- Jan 2011FANIKIWA Micro Finance Tanzania Limited
- Maintained day to day customer service, administrative and personnel services to meet legislative requirements
- Oversee procurement and distribution office supplies including.
- Administer employee files and records to ensure accurate payment of benefits and allowances working hand in hand with HR and Finance offices.
- Supervise all administrative services within the organization

#### **Administrative & Finance Assistant:** Jan 2009-Jan 2010-Tanzania Gatsby Trust

- Undertook administrative and finance roles to support the business and activities of the Chief executive officer (CEO) and the Finance and Administrative Manager (FAM) as they related to achievement of the TGT's Mission
- ➤ Overseeing all front desk customers' service of the trust including open and reviewing the business correspondence of the trust and responding to sender, forwarding to someone else in the trust during the absence of the CEO, or scanning and emailing to the CEO.
- ➤ Processing all the business receipt, including filling out expenses reports and assisting the accounting department in reconciling office purchase, to prepare payments vouchers and to ensure that all the bills and taxes are paid on time
- > Assist in bank reconciliations

## Office Administrator / Personal Assistant to the CEO: February 2007- January 2009-Tanzania Gatsby Trust

- > Provided administrative support to the Chief Executive Officer of Tanzania Gatsby Trust. This senior administrative position involves managing the business and activities of the C.E.O as they relate to the achievement of the TGT Mission.
- > To serve as the gateway to the C.E.O for all communications to the C.E.O as well as to coordinate scheduling of all demands on the C.E.O's time
- > Maintain contacts database and process all the C.E.O's business receipts, including filling out expense reports and assisting the accounting department in reconciling office purchases
- Assist in writing and sending correspondence from C.E.O and to create, review, and proofread PowerPoint presentations and Excel spreadsheets

- Conference Secretary Manager: 2006 October January 2007- Paradise Holiday Resort Managing all the events conducted in the hotel, including scheduling, planning, and arranging the conference room according to customers needs.
- **♣** Hotel Receptionist 2006 April October 2006 Golden Rose Hotel
  - > (Part time Job)
- **♣** Business Manager 2005 January March 2006-Naanjela General Enterprises
  - ➤ (Family Business) in (Ihumwa Military Base Dodoma)

## Other Activities and Projects

**Project:** Human Resource Accounting Payroll Manual, Fanikiwa Micro Finance Tanzania

Limited, January 2010

**Research Assistance; Cotton Project research**, Tanzania Gatsby Trust & Gatsby

Charitable Foundation, April-June 2008

**Field attachment:** Kiongozi News Paper **Business Times Limited** - Class Project – Dar

es Salaam Institute of Journalism, June 2003.

Environmental Documentary, Dar es Salaam School of Journalism,

June 2002 (Class Project)

### Skills & Knowledge:

- Computer Literacy
- Designing Brochures/Annual Report/Calendars Layouts
- Event Planner
- Conference Organizing
- Good Negotiations skills
- Project Assistance for Government correspondence
- Research Assistance
- Good command in both English and Kiswahili

## **References:**

Ms. Vicknes G. Mayao NGO Register Ministry of Health Gender & Community Development P. O. Box 8695 Dodoma,

Ms. Veniliz Swai Resident Representative Fredrich Nauman Stiftung P. O. Box 57, Dar es Salaam,

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