

MR. HAMZA HEMEDY SADICK

P.O.BOX15, ILALA; MOB; +255716368070/+255786710079
Email:hamzasadick5@gmail.com/hamzasadick98@gmail.com

PERSONAL PARTICULARS

Date of birth: 18th May 2000
Nationality: Tanzanian
Residential premises & locality: Dar es Salaam, Tanzania

PROFESSIONAL PROFILE & CAREER SUMMARY

I am dynamic business management professional with 4+ good years of practical performance in retail automotive, imaginative and innovative individual with proven management policies, sales, advertisement, marketing research and new business development skills. Excels at Forward-thinking business operations by focus on supporting cross-functional teams to increase productivity and customer satisfaction also retain strong leadership and interpersonal skills in advancing strategic plans and sales objectives set forth by management.

JOB QUALIFICATIONS AND PROFESSIONAL WORKING EXPERIENCE

1. **Sales Operations Lead & Customer services Executive at CAMCO EQUIPMENTS TZ. LTD**
From March 2023 to date in Dar es salaam, and I am indulged to the following duties;

- Providing professional and appropriate ways to support business growth, brand differentiation, sales margin and customer loyalty.
- Execute sales plan to target all machines prospects with a view to develop ongoing relationships as a key supplier of Heavy Equipment of various brands like (Lovol tractor, Shacman lorry, Weichai Generators, ZS generators Lugong front loaders, Lonking loaders and forklifts)
- Market researching and Identify opportunities by identifying consumer requirements, defining market share, competitor's share, and competitor's strengths and weaknesses, forecasting projected business and establishing targeted market share in various mining equipment like ball mills, concentrators, Trommel screens, Shaking tables, Hammer crushers, stone crushers, Gold smelting furnaces and others

2. **Associate Sales & Marketing program Lead at SHACMAN AUTOMOTIVE TANZANIA LTD**
From October 2021 to March 2023, Dar es salaam, Tanzania.

In serving to this position, the following are my duties and responsibilities:

- Regularly makes sales calls to existing and potential customers, Create and maintain excellent working relationships with all customers in the assigned territory.
- Work closely with Truck Sales & Services Manager to develop and implement target account specific objectives, strategies, and action plans
- Promotes and sells products by uncovering customer needs and applying best product solution, and performing product demonstrations.
- Builds and supports existing relationships with distributors and customers. Follows up to ensure needs and expectations have been met.

3. **Customer Services In-Charge at AfriWorldTrade Lubricants Stores, DSM 2020-2021**

In serving to this seat, my duties included but not limited to the following:

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer services
- Establish close business relationships with the clients' and act as a contract negotiator in transactions
- Sustains rapport with key accounts by making periodic visits, exploring specific needs and anticipating new opportunities

EDUCATION BACKGROUND & ESSENTIAL LITERACY

2020-2024 Undergraduate degree in Laws Program (LL.B) - University of Dar es salaam

2018-2020 High school Diploma in Communication studies – Kibiti High School

ATTENDED SEMINARS & PROFESSIONAL TRAINING

- ✓ Health and safety principles training at work place, By OSHA, Dar es salaam
- ✓ Public relations and marketing strategies training, By Genius Consultancy, Dar es salaam
- ✓ Microcomputer application, graphics design and basic in reports writing, By UCC, Dar es salaam
- ✓ Fire Fighting and basics in rescue procedures by Tanzania Fire and Rescue Force, Dar es salaam

COMPUTER LITERACY, SKILLS AND LINGUISTIC FLUENCY

Computer Data Processing:

- ✓ Advanced MS office (i.e. MS. Word, MS. Excel, MS. PowerPoint & MS. Access)
- ✓ Email marketing software (i.e. Salesforce, Hub spot, Mail chimp)
- ✓ Data analytics tools (i.e. Google Analytics and Excel)
- ✓ Social media (i.e. Instagram, WeChat, Twitter, WhatsApp and Facebook,)
- ✓ Project and customer management tools (i.e. Jira services desk)

On-Boarding skills:

- ✓ Complaint Resolution with proper communication and negotiation skills
- ✓ Building Customer Loyalty and maintaining the organization reputation
- ✓ Ability to priorities and attention to details

Linguistic fluency:

I am a multi-lingual speaker as I am capable of appreciating the following languages:

- ✓ English (Advanced Speaker)
- ✓ Kiswahili (Native)
- ✓ Arabic (Fair working knowledge with first hand exposure in speaking)

ACHIEVEMENTS, AWARDS AND HONORS

- ✓ Attained “Best Employee Award 2022” owing to excellent work ethics and 5-stars customer feedback at Shacman Automobile Co LTD
- ✓ I have been awarded a trophy as best student for outstanding performance in Patriotism at High school & Best student in English Language at Secondary School diploma

REFEREES AND PROFESSIONAL ACCREDITATION REFERENCES

1. PAUL JIA
Managing director at Shacman Automotive Co Ltd, Dar es Salaam
[+255744666887/shacmantanzania@gmail.com](mailto:shacmantanzania@gmail.com)
2. SABBE ALEX
Managing director at Jace De Alexio Co Ltd, Musoma
[+255754858954/sabbealex76@yahoo.com](mailto:sabbealex76@yahoo.com)
3. MS. EDNA NGOLOKA
Human Resources Manager at CAMCO MACHINERY AND EQUIPMENTS
[+255748700334/hr@camco.cn](mailto:hr@camco.cn)