

**SAMANTHA J. S. MUSHI**

###  Address:

924, Moshi, Tanzania

###  Phone:

+255 759 693 034

### Email:

 jubilatesamantha@gmail.com

## EDUCATION

**Masters of Business Administration in Leadership and Governance** March 2023 - to date

Institute of Accountancy Arusha (IAA)

Arusha, Tanzania

### Bachelor’s Degree of Business Management

Nov 2019 – July 2022

Institute of Accountancy Arusha (IAA)

Arusha, Tanzania

### Ordinary Diploma in Business Administration

October 2017 - July 2019 Tumaini University Makumira Arusha, Tanzania

# PROFILE

A resourceful business management graduate who aims at adding sustainable value through skills and knowledge - my driving forces being; trustworthiness, self-motivation, flexibility, and enthusiasm, with analytical skills and accountability.

I am looking forward to securing challenging positions in a reputable organization and fully utilizing my acquired skills while making significant contributions to the success of the organization.

# FIELD WORK

### Business Development June, 2021 – September, 2021 Arusha Regional Commissioner Office, Arusha - Tanzania

* Created reports and targeted lists to present to upper management.
* Collaborated with team members to develop advertising collateral and sales presentations.
* Collaborated with sales and marketing departments to support business objectives and clients acquisition.
* Networking among local business and community organization to develop leads and generate business.
* Informed customers of promotions to increase sales productivity and volume.
* Collaborated with managers to provide customer feedback and recommended operational changes to meet emerging trends.
* Referred customers to specialized selling terms to build long term trust.
* Recorded accurate and efficient records in customer database.
* Presented information to customers, peers and management.

### Customer Service June, 2018 – September, 2018 National Social Security Funds (NSSF), Moshi - Tanzania

* Answered customer queries on services provided.
* Collected customer feedback and made process changes to exceed customer satisfaction goals.
* Managed incoming calls each day with utmost professionalism and knowledgeable service.
* Submitted daily reports concerning on services and customer satisfaction.
* Described service highlights and benefits to help guide decisions.
* Maintained accurate and current customer account data with manual forms processing and digital information updates.
* Collaborated with staff members to enhance customer’s service experience and exceed team goals through effective client satisfaction rates.
* Investigated and resolved customer inquiries and complains quickly.

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**SKILLS**

Negotiation and persuasion Communication and analysis Problem solving

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Leadership

## LANGUAGES

English Kiswahili

**HOBBIES**

Volunteering Community involvement Traveling

Yoga

**REFEREES**

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### WORK EXPERIENCE

### Accountant August, 2022 – to date

### EKM Law Office, Dar es salaam - Tanzania

* Keep accurate and up-to-date records of all financial transactions, including income, expenses, and bank statements.
* Develop and manage the law office's budget, ensuring that spending aligns with financial goals and objectives.
* Prepare and send invoices to clients, ensuring that billable hours and expenses are accurately documented and billed.
* Maintain trust accounts, track deposits and withdrawals, and ensure that funds are properly allocated to the appropriate clients.
* Create financial reports, including balance sheets, income statements, and cash flow statements, to provide insights into the financial health of the law office.
* Ensure that the law office complies with tax laws and regulations, file tax returns, and make tax payments in a timely manner.
* Monitor and control office expenses to manage costs effectively while maintaining the quality of services.
* Conduct financial analysis to identify trends, areas for improvement, and opportunities for cost reduction.
* Provide financial insights and recommendations to support strategic decision-making by law firm partners or management.
* Safeguard financial data and ensure compliance with data protection and confidentiality standards, especially concerning sensitive client financial information.
* Address financial inquiries from clients and provide information related to billing, payments, and trust accounts.
* Leverage accounting software and technology tools to streamline financial processes and reporting
1. Eric Kamaka Mushi **Managing Partner** EKM Law Office

Mobile no.: +255 784 816 471 Email: kamaka@ekmlawoffice.co.tz

1. Vivian Boniface William

**Principal Administative Officer**

Ministry of Health

Phone no.: +255 713 644 336

Email: vivian.william@afya.go.tz

1. Elias Elisha Mbuti

**Postgraduate Co-ordinator**

Institute of Accountancy Arusha

Phone no: +255 762 169 450

Email: eliasmbuti@gmail.com