



# CURRICULUM VITAE

NTUGWA JIDAYI NJILE

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## PROFESSIONAL SUMMARY

Strategic and innovative HR professional who translates business vision into HR initiatives that improve performance, profitability, growth, and employee engagement. Empowering leaders and Managers who supports companies and top executives with a unique perspective and appreciation that human capital is every organization's greatest asset. Genuine influencer who thrives on tough challenges and translates visions and strategies into actionable, value-added goals. Proven ability to successfully multi-task in a dynamic, fast-paced environment while meeting all deadlines.

## CAREER OBJECTIVES

Maintain and enhance human resources productively in an organization, developing strong manpower, identifying talent and deploying professional development programs in order to achieve organizational goals and fulfill employees' needs.

## PERSONAL DETAILS

<b>First Name</b> : Ntugwa	<b>Gender</b> : Male
<b>Surname</b> : Jidayi	<b>Marital Status</b> : Single
<b>Date of Birth</b> : 9 <sup>th</sup> May, 1993	<b>Nationality</b> : Tanzanian
<b>Place of Birth</b> : Meatu, Simiyu	<b>Religion</b> : Christian
<b>Current Living Place</b> : Dar es Salaam	<b>Language</b> : Swahili & English

## EDUCATION

YEAR	INSTITUTION	STATUS	LEVEL	AWARDS
2015-2018	University of Dar es Salaam	Completed	Bachelor Degree	B.A. in Political Science and Public Administration (Hons)
2013-2015	Meatu Secondary School	Completed	Advanced Level	ACSEE
2009-2012	Kimali Secondary School	Completed	Ordinary Level	CSEE
2002-2008	Mwambiti Primary School	Completed	Primary School	CPEE

## WORKING EXPERIENCE

**MM CONNECT LTD | Retail Vodacom Business Partner** *March, 2019 to Present (Fixed Term)*

**HR Manager | Dar es Salaam**

Transitioned HR from traditional labor relations function into comprehensive HR organization focused on best-in-class HR policies, HRIS technology, staff and management training, and support of strategic business goals.

- Provided HR leadership during a period of rapid growth with better than 2% increase in monthly revenues and 10% gain in profitability. Currently supporting initial efforts for Vodacom device distribution services to meet customer needs.
- Captured 20% in benefit cost reductions and avoided an additional 50% in retirement plan.
- Introduced metrics-based performance management system with a heavy emphasis on operating results, spearheaded value-add employee recognition and awards programs.
- Re-invented and implemented new recruitment, staffing, and workforce development programs to meet advancements in product operations, technology, and management.
- Championed successful Environmental, Health & Safety program design/implementation and company-wide employee communications initiative.
- Initiated successful workforce planning, job realignment, employee involvement, and team-building projects.
- Realigned compensation programs and salary administration to control accelerating costs.
- Consolidated HR functions previously managed by several different departments into a single consolidated organization to manage all generalist affairs. Trained and supervised 2 HR assistants.
- Introduced proactive employee relations and communications programs to resolve previous labor and management issues and restore the credibility and employee-centric focus of the HR organization.
- Drove transition from outdated HR systems into a fully integrated HRIS platform. Instantly improved analysis, reporting, leave management and planning capabilities while streamlining daily HR functions.

**MM CONNECT LTD | Retail Vodacom Business Partner**  
**Vodacom Shop Manager | Morogoro**

**December 2018-February, 2019**

- Achieved customer satisfaction on Vodacom services and products offered.
- Coached, counselled and disciplined staff within store as well as planned, monitored and appraised job results.
- Acted as liaison between Head of Retail Operation and Retail Manager to ensure staff possess appropriate skills for their roles and other services (liaising with head office).
- Marketed and negotiated contracts with vendors.
- Designed sales and implemented business plans and strategies for 89.7% quarterly.
- Demonstrated team leadership, customer experience and resource mobilization.
- Resolved critical issues and devised solutions amongst staff and other operations.
- Accelerated speed, simplicity and accurate service to customer as per Service Level Agreement (SLA).

**MM CONNECT LTD | Retail Vodacom Business Partner**  
**Sales Executive | Kibaigwa, Dodoma**

**August 2018 – November 2018**

- Provided customer service and sales of Vodacom products and devices.
- Provided M-Pesa retail operation (M-pesa digital operations).
- Registered new simcard to customer as per TCRA requirements.
- Operated Vodacom M-Pesa Super Agent with outstanding commission performance.
- Managed to activate 89% of internet bundle and data target per month.

**MUSOMA MUNICIPAL COUNCIL | Public Organization**  
**HR Officer | Field Attachment**

**July-October 2017**

- Participated in overall training of HR operation and procedures.

**NTUGWA JIDAYI NJILE**

**Curriculum Vitae | 2021**

## SKILLS AND COMPETENCIES

- Recruiting, Payroll administration, HRIS, strategic workforce planning, talent management, employee relations, performance management and employment laws.
- Computer application software programs (Word, Excel, PowerPoint)
- Business partnering
- Customer experience
- Conflict resolution and mediation (attending CMA cases)
- Mobile money digital operations and M-commerce operations (Telecommunication Industry).
- Project planning, Monitoring and Evaluation (M&E)
- A People-Person, Persuasive and Excellent inter-personal communication skills

## TRAINING & AWARDS

YEAR	INSTITUTION	AWARDS
January 2021	Epvate & Fortune International	Certificate of Training on Strategic Management
September 2020	Epvate & Fortune International	Certificate of Training on Performance Management
May, 2018	University of Dar es Salaam	Certificate of Training on Project Monitoring & Evaluation
March, 2017	University of Dar es Salaam	Certificate of Completion (Basic Computer Applications)
2013-2015	Meatu Secondary School	Certificate of Appreciation (Best Student in HGE Subjects)
2009-2012	Kimali Secondary School	Certificate of Appreciation (Best Student in Arts Subjects)

## REFEREE

Referee 1.	Referee 2.	Referee 3.
<b>Dr. Lucas P. Maiga</b> Administration and Finance Director <b>MM Connect Ltd</b> P.O. Box 7281, Dar es Salaam <b>Contact:</b> +255 692 484 951 <b>E-mail:</b> <a href="mailto:dmaiga@mmconnect.co.tz">dmaiga@mmconnect.co.tz</a>	<b>Mr. Sospeter Magesse</b> Zonal Manager <b>NMB Bank Plc</b> , Western Zone P.O. Box 681, Tabora <b>Contact:</b> +255 766 706 305 <a href="mailto:Sospeter.Magesse@nmbbank.co.tz">Sospeter.Magesse@nmbbank.co.tz</a>	<b>Mrs. Susana Mwaipopo</b> Retail & Terminal Executive <b>Vodacom Tanzania Plc</b> P.O. Box 2369, Dar es Salaam <b>Contact:</b> +255 754 711 576 Email: <a href="mailto:mwaipopos@vodacom.co.tz">mwaipopos@vodacom.co.tz</a>

I, NTUGWA JIDAYI NJILE declare that to the best of my knowledge and understanding the information filled above is correct and true about my expertise

