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**CURRICULUM VITAE**

**GEOFREY**

Email: geofrey.276484@2freemail.com

**PERSONAL SUMMARY**

Geoffrey is an expert at turning buyers into repeat customers, winning over customers in face to face meetings and growing sales revenue within an assigned territory. He has a stable work history and successful track record of personal sales performance in a large corporate environment. As a true professional who always looking the part, He is guaranteed to make important contributions to any business operation. With his present employer he is responsible for visiting 3 customers a day and giving out a minimum of 9 quotations every week. Right know he is looking for a suitable position with a company where there is real career growth potential for those with the drive to succeed.

**KEY SKILLS AND COMPETENCIES**

* Using mannerisms that will project a positive and professional image.
* Grabbing a customer’s attention in a face to face meeting.
* Measuring performance after every sales meeting.
* Dealing with sales back logs.
* Managing sales activities.
* Planning beforehand to any customer objections and having answers ready.
* Knowing the right time to close a sale.
* Able to sell to new businesses as well as start-ups.
* Giving polished sales presentations.
* Knowing how to do sales presentations by heart

**WORK HISTORY**

 **AUG 2012 TRANSGUARD GROUP LLC**

**POSITION: CUSTOMER CARE**

 **Responsibilities**

* Providing a “right first time” service to internal and external customers.
* Identifying and understanding a customer’s needs by using the right questioning techniques.
* Engaging customers in a positive and approachable manner.
* Involved in the direct contact with customers by telephone, post and email.
* Dealing with time sensitive issues in an urgent way.
* Processing any refunds due to customer.
* Performing routine office and clerical duties.
* Getting useful and informative feedback from customers.
* Answering telephone inquiries.
* Calculating quotations for customers.
* Contacting new and existing customers by phone or letter.
* Escalating serious issues to senior managers.
* Handling incoming and outgoing mail.
* Tracking customer payments.
* Writing up and sending out welcome letters to customers.
* Making sure that all administrative tasks are completed to the required level.
* Ensuring a safe and secure shopping environment for all.
* Sending correspondence to customers.
* Merchandises products effectively

**JULY 2010- JAN 2012 SAFARICOM TELECOMMUNICATION, KENYA**

 **POSITION: SALES EXECUTIVE**

**Responsibilities:**

* Using a consultative sales approach to develop long-term customer relationships.
* Identifying, qualifying and selling to new prospects.
* Developing close customer relations through on-site and customer visits.
* Establishing and maintaining regular contact with customers.
* Helping out with annual sales forecasts.
* Identifying business opportunities.
* Conducting sales presentations.
* Negotiating the terms of any sales agreements.
* Keeping accurate records of all sales and prospecting activities.
* Interpreting data to understand market trends.
* Managing multiple customer accounts simultaneously.
* Representing the company at trade exhibitions, events and fairs.
* Keeping in touch with market news, trends, standards, and techniques.

**OCT2009 - JUN2010MR PRICE, KENYA**

 **POSITION: SALES EXECUTIVE**

**Responsibilities:**

* Building a prospective clients interest up about a product or service.
* Explaining to customers the exact way a product or service will be of benefit to them.
* Growing sales through existing clients.
* Asking customers what their budget and price range is.
* Greeting every customer with a confident ‘hello’ and a warm smile.
* Once a customer has made a purchase then suggesting other related products to them.
* Backing up all claims with statistics and facts.
* Negotiating prices and services with customers.
* Identifying the Unique Selling Point of the product or service that you are selling.
* Presenting solutions to key decision makers within targeted accounts.
* Asking customers what they know about your company’s products or services and then addressing any misconceptions.
* Thoroughly researching any customer before you meet up with them.
* Addressing customer objections as they arise.
* Collecting feedback from customers about the product they have bought.
* Making phone calls to customers.
* Visiting customers at their home or place of work.
* Writing effective business proposals.

**EDUCATION BACKGROUND AND CREDENTIALS**

* 1. PRIMARY SCHOOL

**Kenya certificate of Primary Education**

## 2006\_2009 HIGH SCHOOL(O-LEVEL)

**Kenya Certificate of Secondary Education**

**2010**  COMPUTER OVERSEAS COLLEGE

**Certificate (computer packages)**

**2010-2011** MOMBASA COLLEGE OF TOURISM & BUSINESS STUDIES

**Certificate in Computerized Air Travel Course**

**PERSONAL DETAILS**

**Languages ; English, Kiswahili (written, reading and speaking)**

**Marital status : Single**

**Religion : Christian**

**Date of Birth : 06/06/1988**