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**STEPHEN**

**Tel: C/o 0505891826**

**Date of Birth: 5th May 1988**

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A results-minded and driven Individual with 5 years’ experience in **Customer Service, Sales, Retail Sales and Information Technology**. My skill set thrive in **Excellent Communication**, **Selling Skills, Customer Focus generating long term business relationships, Marketing strategies, Customer Care,Revenue Generation and Information Technology.**

**PROFESSIONAL EXPERIENCE**

**Guest Service Associate;**

**Emaar Retail and Leisure, Sega Republic, 2013- 2016.**

**Key Deliveries:**

* **Customer Service:** Provide high quality Service to customers by offering high standards of product and service. Ensure customers are satisfied with all flooring experience from initial greet all way through order completion. Recommend solutions with customer budget and follow up with all leads. Innovate ways to reduce complaints and how to handle customer complaints offering best solutions.
* **Sales:**  Taking care of sales with focus on achieving targets. Recommend products and services to generate sales and increase revenue. Cross sell and Upsell through the departments so as to increase customer awareness hence increasing revenue.
* **Operations:**  Maintaining and managing negotiations pertaining sales and following through. Ensure customers are satisfied through exemplary sales and customer service. Focus on good visual display of products and merchandise. Maintain a clean environment. Market products and services.

**Accomplishments:**

* Successfully achieved Sales target for all quarterly years since 2013.
* Was awarded for coming 2nd place in the companys’ revalidate challenge, based on sales and customer service 2015.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations
* Completed voluntary Sales and customer service training to learn ways to enhance customer satisfaction and improve productivity.

**Sales and Customer Service;**

**Movie Island, February 2011- May 2013;**

**Key Deliveries:**

* **Sales:**  Focus on sales to reach and beat daily set targets. Innovate selling strategies in order to boost sales. Come up with marketing strategies like events and promotions to increase customer base and revenue. Take up and finalize on E-sales and follow up on orders and delivery.
* **Marketing:** Analyze latest marketing trends and tracking competitors’ activities and providing valuable inputs for fine tuning sales and marketing strategies, initiating market development efforts.
* **Product and service:** Ensure product are readily available for sale. Products are genuine and error free. Make sure there is complete inventory of products and Visual merchandise is properly displayed. Make sure Service is professional and exemplary.

**Accomplishments:**

* Sales targets were achieved.
* Promoted from junior sales representative to Senior sales representative handling two stores.
* Acquired Selling skills and enhanced my customer service, marketing and Retail sales skills.

**Sales Representative;**

**Image World Centre, 2010 January- February 2011;**

**Key Deliveries:**

* **Sales:** Plan and organize sales strategy to maximize the Returns on Time Investment. Marketing the company through sales and promotions. Recommend products and services to generate sales and increase revenue. Receive and process payments by cash, credit card and automatic debit.
* **Customer Service:** Provide the highest of standards in products, presentation and service to guests. Established, developed and maintained business relationships with prospective customers in the assigned market segment to generate new business for the organization’s products and services. Handling guest complaints and concerns in an efficient and timely manner.

**Accomplishments:**

* Achieved sales targets, contributed to push the company widely in the market.
* Through my contribution I was referred to the next organisation I worked for.

**Education and Professional Qualification:**

* **Diploma in Telecommunications Engineering,** Railway Training Institute, 2007-2010
* **Certificate in Business Administration and Management,** Kenya Institute of Management Supplies 2009- 2010.
* **Kenya Certificate of Secondary Education, B-(Minus),** Kabaa Boys High School 2003- 2006.

**2003-2006Significant Working Experience:**

**• Sentry Security of East Africa (Data Entry contract). 2011-2012**

**• Customer Care, The world Malaria Conference, November 2009**

**• Enumerator, Kenya National Bureau of Statistics Sept 2009**

**• Internship, SkyTech Communications and Resources Ltd, July 2008- May 2009**

**• Cashier, Galitos’ (Previously Nandos fast food restaurant). 2006-2007.**

**Training/Seminars/Workshops Attended:**

* **Selling Skills**, Emaar Training and Development Center, 2016
* **Health and Safety**, Emaar Training and Development center, 2016
* **Guest courtesy**, Emaar Training and Development center, June 2016
* **Cultural Awareness**, Emaar Training and Development center, May 2015
* Step Forward, Emaar Training and Development center, 2014
* **Communication skills**, Emaar Training and Development center, 2014
* **Handling complaints**, Emaar Training and Development center, 2013

**Leadership Roles:**

* Head Intern, Skytech Communications Resources, 2008-2009
* Assistant Dorm Captain, Kabaa High School, 2004-2006
* Basket Ball Captain, Kabaa High School, 2005-2006
* Basketball Captain, Railway Training Institute, 2008-2010

**Hobbies:**

* Meeting people, Basketball, Community Development, Networking and Reading.

**REFEREES:**

**Provide Upon Request**