**CURRICULUM VITAE**

**PERSONAL DETAILS**

**Name: Betty**

**Betty.335696@2freemail.com**

**Nationality: Kenyan** ****

**Languages: English and Swahili**

**Professional Summary**

Highly dynamic sales executive with tendency to meet sales target and go beyond the set goals fresh mind from university with 3 fully accomplished years in the field of sales. Anticipating new experiences that will lead to growth both professionally and personally

**PROFESSIONAL SKILLS**

* Established customer skills
* Effective communicator
* Keen on customer targeting
* Top-rated sales performance
* Good listener
* Proficient in ms application
* highly competitive

**PROFESSIONAL EXPERIENCE**

**Company Name: Nairobi Sports House**

**Position: Sales and Customer Service Representative**

**Date: July 2015-December 2016**

**Accomplishments**

Recognized as number 1 customer service Representative out of 10 representatives in division

* Ranking was based on accuracy, customer service, and responds and compliments from customers.
* Contributed to a 10% sales increase for the 2016 financial year by improving lead generation and sales tracking techniques.
* Witnessed Nairobi sports house franchise its business to providing training services for sports attire on schools and learning institution.
* It also set mobile shops across the country for the purpose of reaching clients across the country that hardly had access to the city.

**Duties**

* ​Maintained constant presence on sales floor to address customer needs.
* Approaching browsing customers and initiated conversation to determine their buying preferences.
* Assist customers with trying on items, finding the appropriate sizes and completing the purchases.
* Researched on current trends and sportswear in the sports industry and advised the relevant authority on the trends.
* Carried out customer satisfaction surveys.
* Occasionally delivered sports merchandise to customers depending on their buying contracts.
* Picked up payment from customer on delivery inform of cash or cheques. On request attended board meetings to give a report on sales.
* Informed new employees on company policies and assisted them on customer relation.
* Poached potential clients in sports event or in school and fitness facilities and informed them on our products and services

**COMPANY NAME: BEST LADY BEAUTY SHOP**

**POSITION: SALES ASSOCIATE:**

**DATE: DECEMBER 2010-SEPTEMBER 2012**

**Accomplishments**

* Helped company improve its customer service ratings of 40% to 65% as per determined by external auditors and the public in terms of beauty products most especially in the category of communication skills, listening skills and politeness.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.
* Within the first year of the job due to contribution to increase in sales best lady beauty shop was able to open two new shop across the country.

**Duties​**

* ​Consulted with customers on beauty cares needs and made products recommendations.
* Researched on the latest trends on the beauty industry to be at par with the competition.
* Actively marketed the company on social media networks.
* Carried out customer satisfaction survey and followed up on their response.
* Informed customers on upcoming promotions.
* Processed customer payments by cash, checks, and credit cards.
* Occasionally under instruction carried out negotiation contracts with the suppliers.
* Performed a follow up of after sales and kept a record of customer responses

**EDUCATION AND PROFESSIONAL BACKGROUND**

 2011-2015 Kenyatta university Bachelor of Science sports and exercises

Involved with a research project on how to sensitize Kenyan athletes on subject of money, investment plans to undertake and solid projects to be involved in for long term benefits after retirement. The research is still in the adoption process by Kenyatta University and upcoming local athletics organizations

2007-2010-Kenya certificate of secondary education

**Interests**

* World travel
* work with top notch business like Chalhoub group
* experience new challenges

**Additional information**

 Willing to relocate to any part of the world

Highly flexible on working hours