**Joshua**

[**Joshua.371141@2freemail.com**](mailto:Joshua.371141@2freemail.com)

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| --- | --- | --- | --- |
|  | **PERSONAL DETAILS** |  |  |
| Nationality | | | Kenya |
| Date of Birth: | | | 03/08/1983 |
| Marital Status | | | Married |
|  | | |  |
| Visa Status: | | | Residency (transferrable) |
|  |  |  |  |
|  |  |  | **Personal Info** |

Dynamic Professional, with over 3 years experience sales and marketing, working for Ideal Standard International MENA and over 5 years in customer service.

**Achievements**

Successfully met self and company sales targets by a 100% for the year 2015 and 2016. Successfully organized and oversaw the launch of Ideal Standard Aquablade Flush

technology in Kenya.

Consistently maintained sales volumes and selling prices by keeping current with

changing market trends

Increased customer base and product awareness within 8 months by employing

strategic sales initiatives

Trained a total of 50 sales officers and support staff members within a short time span

of 2 years

Identified 3 emerging markets as potential for growth, resulting in the company’s

expansion in the industry

Increased customers’ interest in new product lines by successfully generating ideas for sales contests

**WORK EXPERIENCE**

**July 2015 to Present**

**Sales Executive**

**Ideal Standard International MENA**

**Roles and Responsibilities**

Maintaining and increasing sales of Ideal Standard in East Africa.

Product presentation to architects, Engineers, consultants, contractors and distributors.

Maintain good relationships with customers, contractors, consultants, designers, architects and

developers through regular contact and visits.

Reaching the targets and goals set for the African market. Obtaining customers and sales projects orders.

Acquiring and following up new direct sales projects to Ideal Standard.

Following up indirect sales won and in live projects by Ideal Standard's distributor in East Africa. Tracking sales projects through CRM.

Preparing quotations, submittals according to the company policy and standards. Negotiating price offers and discounts in line with the company selling strategy. Evaluating customers' showrooms and product displays.

Providing customers with branding and marketing tools.

Collecting market information regarding customers' preferences, delivery times, and variation in

prices.

Representing Ideal Standard MENA at various events such as trade events, local and international exhibitions.

**October 2014 to May 2015**

**Sales/showroom**

**Ideal Standard, Dubai**

Duties:

Greet customers as they arrive at the showroom and inquire into their purpose of visit.

Listen actively to customers while they provide details of what they want to buy or look at and provide detailed information about the products.

Lead or escort customers to their desired locations within the showroom or provide them with directions while explaining the technicalities of the products.

Assist customers in locating items of their choice and provide them with information on its features.

Demonstrate product features, by clearly articulating each important article and its use, form and functionality.

Provide advice to customers regarding different brands and their standing in the market. Lead customers through the payment process by escorting them to POS stations and / or

processing their payments by cash or credit cards.

Ascertain that product warranties are handed over to customers at the time of purchase and ensure that their purchases are delivered to their vehicles.

Handle product displays by ensuring that sufficient pieces are placed on for display at all times. Ascertain that cleanliness and maintenance of showroom by coordinating custodial services.

Handle customer complaints by ensuring complete customer satisfaction at all levels.

**EDUCATIONAL QUALIFICATION**

**St. Pauls University , Nairobi , Kenya**

Bachelors Degree in Sales and Marketing

The Essentials of Sales and Marketing Services Marketing

Marketing Communications Digital Marketing

Development & Role of Selling in Marketing The Sales Environment

Sales Responsibilities & Preparation

Sales Management Organization & Control

**Computer Literacy**

Opera, Fidelio, Sap, MS Office, HOTSOS, LMS, VICAS, ADACO, SYNXIS

**Languages**

English, Swahili, Arabic (Beginner Level)

**Strengths**

Team Player – Ability to work independently as well as in group. Honest, Flexible, Hardworking and Punctual.

Used to working under pressure with effective result Good communication Skills

Follow deadlines

Attention to Details

**REFERENCES**

**Can be provided upon request**