**PERSONAL DETAILS**

**Name: Oliver**

Nationality: Kenyan

Gender: Male

Marital Status: Married

Email: [oliver.170555@2freemail.com](mailto:oliver.170555@2freemail.com)

**PROFILE:**Dedicated and Versatile, result drivenwith over six years’ experience in performing customer service,sales and advertising duties. Proactive professional with experience in managing a full spectrum of sales and advertising, services and functions. Friendly and honest, adaptable and conscientious. Able to multi task, work well under pressure and willing to work hard and accomplish tight deadlines.

**Skills/Qualifications**: Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analysing Information , Multi-tasking

**WORK EXPERIENCE**

**Sales Account Manager*June 2012 to current***

**Ideas Unlimited Kenya**

**Duties:**

* Managing a portfolio of accounts
* Dealing with all aspects of a campaign
* Using an existing network of industry contacts to generate new business
* Leading and training other members of the account team
* Managing the work of account executives
* Leading project management activity
* Ensuring necessary actions are undertaken by the account team
* Achieving sales targets
* Delivering sales presentations to high-level executives
* Attending client meetings
* Maintaining and expanding relationships with existing clients

**Manager *Sep 2009 to June 2012***

**Prime Dry Cleaners- Kenya**

**Duties:**

* Provide staff with assistance in performing difficult or complicated duties.
* Hire, train, and evaluate personnel.
* Plan and prepare work schedules, and assign employees to specific duties.
* Attending company meetings to exchange product information and coordinate work activities with other departments.
* Confer with company officials to develop methods and procedures to increase sales, expand markets, and promote business.

**Customer Care and Sales Representative *Aug 2005 to Sep2009***

**Beverage Services of Kenya(Coca Cola Company)**

**Waiyoho Wireless Systems (An Affiliate of Telkom Kenya)**

**Safaricom Kenya LTD**

**Duties:**

* deal directly with customers either by telephone, electronically or face to face
* respond promptly to customer inquiries
* handle and resolve customer complaints
* obtain and evaluate all relevant information to handle product and service inquiries
* provide pricing and delivery information
* perform customer verifications
* set up new customer accounts
* process orders, forms, applications and requests
* organize workflow to meet customer timeframes
* direct requests and unresolved issues to the designated resource
* manage customers' accounts
* keep records of customer interactions and transactions
* record details of inquiries, comments and complaints
* record details of actions taken
* prepare and distribute customer activity reports
* maintain customer databases
* manage administration
* communicate and coordinate with internal departments
* follow up on customer interactions
* provide feedback on the efficiency of the customer service process

**EDUCATION & TRAINING**

* Diploma in Analytical Chemistryfrom Kenya Polytechnic University–Kenya 2005
* Certificate in Analytical Chemistryfrom Kenya Polytechnic University –Kenya 2002

**IT SKILLS**

* Word processing: Microsoft Word
* Spreadsheets: Microsoft Excel
* Databases: Microsoft Access
* Multimedia Presentations: Microsoft PowerPoint

**REFERENCES:**Available upon request.