



## SKILLS

- Teamwork
- Leadership & collaboration
- Written & Verbal Communication
- Keen eye for details
- Sales & Marketing techniques proficiency
- Problem Solving techniques
- Microsoft Office proficiency

## EDUCATION

- **2013 – 2018: Mount Kenya University:**  
Bachelors Degree BBIT
- Completed professional computer studies certificate; 2012-2013
- **Meru High School;**  
Kenya Certificate of Secondary Education, K.C.S.E -Grade B

## LANGUAGES

### English

Proficient (C2)

### Swahili

Proficient (C2)

Referees

Provision Upon Request

# DENNIS GITONGA



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Dubai, UAE

## PROFESSIONAL SUMMARY

The most relevant skills that potentially match my job description are: Experienced front office administrator with relevant skills in handling clients and combining that with the most vital clerical activities. Moreover, am also a statute sales representative capable of pulling so much revenue due to the passion I have for sales and closing up of deals.

## WORK HISTORY

### Safaricom PLC| Nairobi, Kenya.

#### Sales Representative

#### Sep 2022 – Oct 2023 (1yr 2 Months)

1. Engaged customers in conversation upon store entry, cultivating a positive welcoming environment.
2. Listened to customer requests and concerns, making each client feel valued and understood.
3. Provided training and mentoring to new staff to maximize performance.
4. Responded to customer requests and concerns in timely manner.
5. Forged a formidable working relationship with my colleagues in delivering monthly and weekly business targets.
6. Built strong customer-clients relationship to a point that the company started to realize a potential growth of profits averaging 15-30% monthly.
7. Was awarded employee of the year due to my steady approach towards serving customers exemplary well while still racking in profits.

### Front Office Administrator

#### Buuri NG-CDF office

#### Jan 2020 – Aug 2022 (2Yrs 8 Months)

1. Opened, closed and cleaned the entire office and its equipment.
2. Kept track of all the data files and records soft copy and hard copies respectively.
3. Performed duties like Printing, photocopying, data entry, printing, replying and forwarding of emails to various departments.
4. Booked appointments for clients while also received office calls.
5. Led an initiative whereby the clients that visited received the best of services as they awaited to be tendered to, like offering them tea and provision entertainment.
6. Liaised with the management in decision making process sometimes during meetings when they needed my opinion in making major decisions.
7. Led by example in reparation of payment vouchers and conceptualization of auditing documents.

### Cashier

#### Majid Al Futtaim (Carrefour Hypermarkets)

#### Nov 2018 – Aug 2019 (10 Months)

1. Greeted oncoming customers with a smile and served them all equally without discrimination.
2. Observed keenly customers behavior and drew at the end of the day their commodities preferences.
3. Scanned their items with precision to avoid over scanning or undercharging them.
4. Reported to the job on time and left very late sometimes due to the unpredictable nature of the customers.
5. Depicted a high level of passion, tolerance and commitment.
6. Multi tasked most of the time to make sure the customer left the premises feeling like he/she mattered a lot and valued. i.e. scanned and still packaged their items simultaneously in case the trolley boy was not around.