



GLORY GITONGA

SALES EXECUTIVE

CONTACT

+971 55 412 3572
glorygitonga14@gmail.com
UNITED ARAB EMIRATES

EDUCATION

2019-2022

KCA UNIVERSIRY

- Bachelor of Business Information Technology

2015-2018

YURURU HIGHSCHOOL

- High school Diploma

PERSONAL DETAILS

- Passport No: BK750739
- Nationality: -Kenyan
- DOB: -14/12/1999
- Visa Status: Visit Visa
- Valid Till 21st November 2024

LANGUAGES

- English (Fluent)

PROFILE

A results-driven and customer-focused sales professional with years of experience in retail and customer service. Adept at building relationships, meeting sales targets, and delivering excellent customer experiences. Strong ability to communicate effectively with customers, upsell products, and contribute to overall store profitability. Seeking to bring my proven sales and service skills to a dynamic sales team like yours.

WORK EXPERIENCE

Millions Kart Private Limited, Qatar

2022-2024

Customer Sales Executive

- Catering to customer phone calls and diverting the call to the relevant department for a more advanced form of query resolution
- Processed transactions via the POS system, ensuring accurate and efficient payment processing.
- Conducted quality assurance surveys with customers and providing feedback to the staff.
- Formed reports based on customer satisfaction statistics and helping their team to develop new skills

Call Connect Solutions, Qatar

2020-2022

Customer Service Representative

- Resolved customer inquiries and product issues, improving customer satisfaction rates by 20%.
- Recommended additional products based on customer needs, boosting upsell rates.
- Collaborated with sales teams to provide seamless customer service and delivery support.

SKILLS

- Sales Strategy & Execution
- Lead Generation & Qualification
- Client Relationship Management
- Negotiation & Closing Deals
- Customer Service Excellence
- Market Research & Analysis
- CRM Software Proficiency (e.g., Salesforce, HubSpot)
- Team Collaboration & Communication

REFERENCE

Available upon request