Dear Sir/ Madam

I am someone who believes in making a difference and not just earning a pay check.

A bright, talented and ambitious Sale Representative with a strong technical background who possesses self-discipline and the ability to work with utmost minimum supervision. Having exposure to a wide range of technologies and able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately.

I have a proven track record of success in Sales and Marketing and Computing and Network Securities and a passion to run with the best. On top of this I possess strong empathy for my Customer’s needs, take great pride in any job that I take part in and in addition have a tremendous work ethic. Moreover, I also possess experience of key skills such as troubleshooting network, network infrastructure configurations. I am hereby applying for a suitable Cashier position which was recently advertised on your Website.

Please find my CV attached for your consideration.

Yours sincerely,

Milton Kaloki Mutuku.

**Milton Kaloki Mutuku**

Email: mkaloki453@gmail.com

Phone: 0702319272 Address: P.O BOX 00200 Nairobi

Career objectives:

A competent candidate with a pleasing personality and ability of handling stressful situations involved in any customer related service seeks to work for a reputed Service firm/establishment as a Sales personnel.

# Work experience

**Copia Kenya**

**November** **2022 – August 2023**

**Field Sales Associate**

**Duties and responsibilities**

Providing prompt and professional replies to all customer feedback.

Building and managing excellent customer relationships.

Sales activity planning, including reviewing existing customer files to identify sales opportunities.

Manage customer inquiries, problems, requests and suggestions.

Ensure high levels of customer satisfaction.

Negotiate customer claims, initiate billing adjustments in coordination with the team leader.

Grow existing customers base.

Plan and execute regular maintenance and business development visits to customers.

Maintain and regularly update customer information.

Perform periodic market analysis as directed.

Provide Company Agents with monthly updates through CRM.

Maintain Agent performance through Excel Sheets.

Update Team Manager Agent performance through Tableau System.

**Intersection TECHNOLOGIES IT Repair and Servicing Company**

October 2020-November 2022

Duties and Responsibilities

LAN and WAN Management

 New Installations and Support

 Ensuring that servers, computer, routers, switches and firewalls and other systems are working properly and are in good condition

Regularly updating of computer software for company staff

Assisting the IT department in managing all IT hardware of the organization (installation, set up and maintenance)

Assisting in managing all system and software packages (maintenance of antivirus and software updates)

Assisting in computer repairs and troubleshooting the network.

Planning for upgrades and software changes to increase efficiency in the company

In charge of domain and email registration as was required by the company at the time

**VasPro Limited** March 2019 – Nov 2019 Executive Sales Manager

Duties and responsibilities

Listen to customer requirements and present appropriately to make a sale

Maintain and develop relationships with existing customers in person and via telephone calls and emails

Cold call to arrange meetings with potential customers to prospect for new business Respond to incoming email and phone enquiries

Act as a contact between a company and its existing and potential markets Negotiate the terms of an agreement and close sales.

**IT Support.**

Install and configure software and computer systems. Troubleshoot and resolve issues with software or hardware.

Walk colleagues or clients through steps to help them resolve their technical problems. Maintain procedures and reports that provide technical support to the entire organization. Establish accounts for new users and assist with password or login problems.

Analyze records and logs to spot underlying trends and potential issues.

# Qualification and skills

Summary of qualifications:

Extensive knowledge of all the important Computing and Network Securities, Data Security Management, Troubleshooting Networks, Network infrastructure configurations.

Customer service procedures and rich experience as a customer service officer

Committed to the utmost customer satisfaction and ability to provide prompt service to customers

Thorough understanding of computer and networking concepts.

Able to prioritize in a complex, fast-paced environment.

Willing to work flexible schedules / shifts.

A vibrant and positive young man who is intelligent, dedicated and hardworking and always willing to work, discharge duties with a sense of urgency delivering quality service.

Well trained with good work experience, I appreciate the value of time and general management with the necessity of quality.

Fluency in English and Swahili

Ability to work with same efficiency even under stressful conditions

# Education

Certification in Accounting 2019

 **KCA University**

CPA 1 AND 2

# Course content:

Preparation and analysis of financial statements

Introduction to qualitative analysis

 Financial reporting and analysis

# HubSpot Academy 2020

Certification in Social Media Marketing

# Interests

Playing simulation coding games Socializing

# References

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Odi Bets Data Analyst.