



CONTACT

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PROFESSIONAL SUMMARY

Resourceful employee with outstanding knowledge to develop and maintain healthy customer pipeline. Consistently works to attract new business opportunities. Talent in administrative oversight, recruitment processes and customer service improvements.

SKILLS

- Sales and purchase ledgers
- Accounting
- Communication skills
- Public relations
- Leadership

EDUCATION

WORK HISTORY

Self employed

06/2021 - Current

Sole proprietor - NAIROBI, NAIROBI

- Increased revenue by upselling and recommending products.
- Processed invoices and payment runs with complete accuracy.
- Successfully delivered on tasks within tight deadlines.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Consistently arrived at work on time and ready to start immediately.
- Completed opening and closing procedures, from product replenishment to budget control.
- Developed plans and strategies to promote continuous improvement.
- Kept appropriate stock levels to match expected demand.
- Worked flexible hours, covering nights, weekends and bank holidays.
- Completed customer orders with speed and accuracy.
- Carried out day-to-day duties accurately and efficiently.
- Created and maintained displays and signs.
- Managed teams by overseeing hiring, training and professional growth of employees.

International Money Remittance Manager

01/2021 - 06/2021

Kenya women microfinance Bank - Nairobi, Kenya

- Upskilled staff through targeted training opportunities, enhancing team capabilities.
- Developed strong teams by skilfully recruiting, orienting and training loyal, hard-working employees.
- Applied expertise in team leadership to address productivity and performance issues, motivating staff to achieve KPIs.
- Addressed customer issues with compassion and professionalism, ensuring swift, successful resolution.
- Outlined annual and quarterly priorities to guide departmental growth.
- Supported team's transition to more flexible working environment for better employee satisfaction.
- Acted as point of contact for high-level queries and represented team at senior leadership meetings.
- Delivered KPI targets and improvements on consistent basis through excellent leadership.
- Helped to reduce staff turnover rates by driving improvements in team culture, transparency and cohesion.
- Conducted periodic performance reviews for direct reports.
- Managed over 50 customer calls per day

Mobile Banking Sales Manager

02/2018 - 01/2021

Kenya women microfinance Bank - Nairobi, Nairobi

- Created and directed sales team training and development programmes.
- Set highest personal performance standards for self.
- Retained existing customers and substantially grew customer base, product line and sales volume.
- Monitored sales team performance, providing effective training to help reach revenue and profit targets.
- Maintained regular contact and strong relationships with existing customers by providing comprehensive support.

ADDITIONAL INFORMATION

- Exceeded sales goals and improved profitability by developing sales strategies and business plans according to market trends.
- Generated company growth through market expansion and sales.
- Analysed sales to identify top-performing products.
- Collected customer and market feedback and reported information to company leadership.
- Carried out sales visits to current and prospective customers.
- Interfaced with customers, determined needs, provided recommendations and up-sold services.
- Produced regular reports with in-depth detail of sales performance.
- Allocated sales resources based on quarterly KPI targets.

Customer service manager

03/2016 – 02/2018

Kenya women microfinance Bank – Nairobi, Nairobi

- Sought customer feedback and applied data to inform service-level improvements.
- Planned staff rotas to meet customer needs whilst remaining under budget.
- Leveraged strong product and service knowledge to assist customers and resolve issues.
- Improved customer service experiences to facilitate organic growth and loyalty.
- Took ownership of escalated customer issues and followed through to resolution.
- Communicated courteously with customers by telephone and email.
- Delivered feedback constructively to enhance staff performance.
- Advised management of customer service trends, creating proactive strategies to maintain best practices.
- Recruited customer service team members and mentored in company policies and best practices.
- Investigated customer issues to find acceptable conclusion and prevent recurrence.
- Offered recommendations to customers based on specific situations, priorities and obstacles.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Documented department data and compiled accurate reports.
- Adhered strictly to policies and procedures for continued company compliance.
- Diagnosed and communicated technical problems to customers at appropriate level of understanding.

Customer service officer

01/2013 – 12/2015

Kenya women microfinance Bank – Nairobi, Nairobi

- Engaged in team-building activities to build rapport with staff.
- Provided professional and helpful support to new and existing clients.
- Responded to customer queries and provided excellent customer service.
- Responded to and summarised customer complaints and feedback.
- Applied best practices to comply with customer service procedures.
- Adhered strictly to policies and procedures for continued company compliance.
- Participated in meetings to discuss goals and sales target.
- Registered customer information to maintain accurate records.
- Promptly responded to inquiries and requests from prospective customers.
- Cross-trained and backed up other customer service managers.

- Responded to customer requests with friendly, knowledgeable service and support.
- Liaised between customers and internal departments to address and resolve customer service concerns.
- Gathered customer feedback to identify successes and highlight improvement opportunities.
- Thoroughly monitored compliance with customer service standards to maintain stellar industry reputation.

Acting Unit Manager

05/2011 – 09/2012

Kenya women microfinance Bank – Naivasha, Nakuru

- Crafted tailored departmental plans based on data and insights compiled from annual projections and forecasts.
- Surpassed sales targets, using data analysis to identify and close critical sales gaps.
- Facilitated weekly Quality Assurance (QA) meetings to highlight and address product standardisation issues.
- Boosted employee motivation, guiding staff development and facilitating team building exercises.
- Maintained high professional standards by monitoring staff performance and conducting annual appraisals.
- Rotated merchandise and displays to feature new products and promotions.
- Recruited and trained department staff to boost employees productivity.
- Developed empowering employee culture focused on equipping staff to independently meet customer needs.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Worked actively with management team to create daily and weekly sales plans based on weekly sales trends.
- Established performance goals for employees and provided feedback on methods for reaching those milestones.
- Championed adherence to operational best practices and company policies.
- Anticipated future sales trends to maximise revenue opportunities.
- Implemented actions from staff and customer feedback to improve service.
- Delegated tasks and reacted to changing workloads to maintain efficient operations.
- Evaluated sales trends and identified growth areas to increase profits.
- Set daily priorities and communicated targets, motivating teams to achieve them.

Business development officer

05/2008 – 04/2011

Kenya women microfinance Bank – Matuu, Machakos

- Created and presented persuasive proposals to close new business sales.
- Tailored pitches and proposals to bespoke client needs, increasing engagement and securing sales.
- Led and delivered business development initiatives to achieve key company targets.
- Adopted client outreach tools to build marketing and communication opportunities.
- Monitored competitor activity and industry trends to innovate business offerings.
- Maximised cross-selling opportunities to increase new and current client spending.

- Evaluated brand performance against objectives and highlighted opportunities to fast-track new business growth.
- Networked at industry events to secure partnership and new business deals.
- Highlighted and converted new business opportunities to increase brand and revenue growth.
- Approved marketing collateral to maintain brand voice and identity across various platforms.
- Contacted and converted potential customers via telephone, email and in-person enquiries.
- Generated leads to bring in new client revenue and improve bottom-line profitability.
- Maintained client records in bespoke CRM systems, ensuring streamlined data processes for maximum efficiency.
- Reported to senior leadership on latest research on market insights, industry trends and expansion opportunities.
- Closed complex, lucrative deals with new customers using strategic sales and negotiation tactics.
- Oversaw record-keeping for company's long-term planning, ensuring accuracy, accessibility and security.
- Coached team to build client relationships and exceed sales targets.
- Identified opportunities to drive business growth, diversification and expansion.
- Consistently exceeded revenue targets through new account development.

Fresh Milk salesman

06/2003 – 02/2007

Spin knit Dairy – Nairobi, Nairobi

- Used active listening and relationship-building techniques to assess customer needs and deliver viable solutions.
- Maximised sales revenue through effective upselling and cross-selling of associated products.
- Used outstanding product knowledge, sales and customer relations skills to drive substantial profit increases.
- Processed product returns, ensuring items were clean and resaleable.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Applied various sales techniques to steadily expand customer bases.
- Fostered positive relationships with customers, enhancing loyalty and retention.
- Managed customer product and service queries, resolving effectively and efficiently.
- Met sales targets by generating leads among target audiences.
- Received stock deliveries, accurately completing paperwork and updating system records.
- Handled concerns and complaints with care, delivering positive outcomes for continued customer loyalty.
- Monitored sales market activity to remain ahead of competitor trends.
- Managed customer feedback, using objection-handling skills to resolve issues.
- Secured deliveries with logistics providers, minimising potential delays for clients.

Retail Shop keeper

01/2002 – 06/2003

Relative – Thika, Kiambu

- Greeted customers and provided friendly, professional service to uphold set standards.
- Day to day running of the shop.
- Making orders and confirming deliveries
- Sales, marketing and daily reconciliations
- Maintaining attractive shelf displays and merchandising.
- Keeping regular opening and closing hours
- Navigated complex business challenges and made sound decisions to achieve long-term success.

Internship

09/2000 – 12/2000

Mt Kenya Bottlers – Nyeri, Nyeri

- Participated in training and seminars to enhance skills and promote growth.
- Used problem-solving skills to resolve challenges and prioritise workload.
- Showed initiative and willingness to take on new challenges.
- Used strong work ethic to meet stringent deadlines.
- Exceeded expectations and demonstrated potential for future success.
- Made positive contributions to team and workplace, consistently exceeding expectations.
- Demonstrated critical time management and organisational skills to balance studies alongside work.
- Worked productively with team members to achieve common goals.
- Participated in staff meetings to discuss latest developments.
- Adapted to new situations and learned new skills quickly.
- Managed time effectively to meet deadlines.
- Identified and resolved issues using critical thinking and problem-solving skills.
- Communicated ideas and information clearly and concisely, both verbally and in writing