

ELIC BRYAN KAMAU

CONTACT



2070, KIAMBU, KENYA



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SKILLS

- Upsell opportunities
- Internet savvy
- Goal-oriented
- Order processing
- Client relationship management
- Microsoft Office Suite expert
- Data collection
- Verifying data accuracy
- Employee management
- Critical thinker
- Invoice processing
- Back-office operations
- Innovative

HOBBIES

- READING
- TRAVELLING
- TABLE TENNIS

REFEREE'S

MILLAN NJOKI

HUMAN RESOURCE

NELLYMART SUPERMARKET

0791084147

JOHN NJUGUNA

KIAMBU COUNTY REGISTRAR

0723961631

JAMES KAMAU

HUMAN RESOURCE

UNIQUE VISIBILITY

0705611344

Strategic-thinking with years of experience in cultivating partnerships, retaining top accounts and growing profit channels. Passionate leader with expertise in expanding network connections and building client relationships. Results-oriented team builder leveraging strong sales and operations background.

EXPERIENCE

November 2021 to November 2022

Account Manager *UNIQUE VISIBILITY SOLUTIONS LIMITED*,
NAIROBI, KENYA

- Tracked weekly sales to develop senior leadership reports for corrective action planning.
- Provided exemplary level of service to clients, maintaining and improving relationships for future business opportunities.
- Maintained strong understanding of competitors mission, offerings and presence in assigned territory.
- Communicated with customers to immediately determine resolve problems, avoiding escalation.
- Promoted product offerings, benefits and discounts using marketing channels and delivered products on time to customers.
- Identified lucrative business prospects through networking, cold calling and referrals and initiated processes to close sales deals.
- Kept and managed records for assigned clients, serving as point of contact for account-related transactions and issues.
- Attended customer onboarding meetings to understand fundamental motivations and issues and translated identified challenges into features.

May 2016 to October 2021

Operations Manager *NELLYMART SUPERMARKET*, NAIROBI,
KENYA

- Hired and evaluated associates and management staff to add to workforce and meet demands.
- Trained employees on optimal processes and use of equipment to boosting department productivity.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Exceeded team goals by partnering with staff to share and implement customer service initiatives.
- Oversaw budget, accounting and payroll to meet deadlines.
- Provided leadership to develop business plans and promote organizational vision.
- Inspected new products to assess quality and preparedness.
- Overhauled organizational filing systems for invoices, customer orders and contracts to maintain accurate records.

January 2016 to March 2016

Data Entry Clerk *MINISTRY OF STATE OF IMMIGRATION AND REGISTRATIONS*, KIAMBU, KENYA

- Scanned documentation and entered into database to maintain

accurate records.

- Equipped source data and determined priority to prepare computer entries.
- Transferred data from paper formats into database systems to keep digital formats.
- Archived old and outdated records to keep fresh and updated content.

EDUCATION

In progress (Udemy Online)

Certificate in Full stack web developing

2015

GCSEs A-LEVELS

CHRISTIAN PROGRESSIVE SCHOOL, KIAMBU

- Academic Achievement Award

2011

O-LEVEL

ST JAMES ACADEMY, KIAMBU

- Academic Achievement Award