

JORAM SMITH

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A dedicated and industrious professional with a strong work ethic and a passion for continuous personal and professional development. I have a pragmatic approach towards various tasks and a keen aptitude for learning new concepts and technologies quickly. Currently seeking a job at your company, to make an income as well as to contribute to the growth of the company. I possess excellent teamwork and communication skills to deliver solutions towards the goals and objectives of the company.

RELEVANT SKILLS

- Web Development
- Graphic Design
- Customer Relations
- Collaboration

PROFESSIONAL EXPERIENCE

Masaba Sales – Safaricom Fiber, Nairobi
Sales Agent

April 2024–January 2025

- Looking for prospects and ensuring they are connected to the WI-FI service
- Asked questions to understand customer requirements, such as internet usage, speed preferences and budget
- Explained different types of Wi-Fi plans available, including data limits, speed options and additional features
- Guide customers through the process of upgrading their Wi-Fi plans or equipment if they need better performance

M-KOPA, Nairobi
Direct Sales Representative

September 2024–January2025

- Upselling Smartphones to customers
- Developed strong relationship with customers to encourage repeat business and referrals
- Completed the sales process efficiently to, ensuring the customer is satisfied with their purchase

EDUCATION

Kinyanjui Rd Primary School, Nairobi
Kenya Certificate of Primary Education

January 2018 – October2018

Chulaimbo Secondary School, Kisumu
Kenya Certificate of Secondary Education

January 2019-December2022

Mount Kenya University, Nairobi
BSc. Information Technology

September 2023 – to date