

Victoria Kerubo Gichaba

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PROFESSIONAL PROFILE

Dedicated Sales and Account Management Professional with over 8 years of proven success across diverse industries, including Information Technology, Private Security, and Banking. Looking for an opportunity where I can leverage my expertise in driving business growth, building lasting client relationships, and delivering tailored solutions.

SKILLS

- | | | |
|-------------------------|-------------------|------------------------|
| • Sales | • Communication | • Business Development |
| • Account Management | • Negotiation | • Data Analysis |
| • Relationship Building | • Problem Solving | • Project Management |
| • Market Insights | • Collaboration | • Customer Service |

PROFESSIONAL EXPERIENCE

Customer Success Manager

July 2023 - Present

Cloud Hop (K) Limited - Nairobi

- Fostered and maintained strong client relationships, ensuring their needs and expectations were consistently met.
- Addressed client inquiries, issues, and concerns promptly, leading to 98% overall client satisfaction.
- Collaborated effectively with internal teams to exceed client expectations.
- Ensured prompt and high-quality product or service delivery.
- Conducted regular business reviews, identifying upselling and cross-selling opportunities.
- Developed account strategies, optimizing client retention, and stimulating business growth.
- Prepared comprehensive reports on account performance and revenue forecasts.
- Collaborated with the pre-sales team, resulting in a 30% increase in new customer acquisition.
- Actively participated in client negotiations, contract renewals, and pricing discussions.

Cloud Solutions Consultant

November 2019 - June 2023

Cloud Hop (K) Limited - Nairobi

- Onboarded over 100 new clients through targeted outreach and relationship building efforts.
- Achieved over 98% client retention rate by delivering exceptional service and timely issue resolution.
- Closed major deals, contributing to revenue growth of over \$1,000,000.
- Formed strategic partnerships with industry leaders.
- Increased revenue by 20% through upselling and cross-selling to existing clients.
- Grew the customer base by 30% annually through targeted outreach and sales efforts.
- Conducted competitive landscape analysis, identifying trends and growth opportunities.
- Conducted customer surveys to develop new product offerings based on needs and preferences.
- Consistently exceeded revenue targets by developing accurate sales forecasts.
- Provided decision-makers with valuable insights through detailed sales reports.
- Established connections with industry executives at conferences, leading to new business opportunities.

Business Development Executive**June 2019 - October 2019***BusinessCom Africa Solutions - Nairobi*

- Created effective sales collateral to communicate G-Suite and Copper CRM value propositions.
- Maintained relationships with key enterprise accounts, ensuring high customer retention.
- Developed an account growth strategy, resulting in increased revenue and customer satisfaction.
- Conducted cost-benefit analyses for informed decision-making and sales strategy.

Corporate Security Sales Administrator**July 2016 - October 2017***KK Security Services Limited - Nairobi*

- Provided timely and professional client support, ensuring high satisfaction.
- Managed invoicing and proforma invoice approval processes.
- Oversaw office supplies requisition and services deployment processes.
- Handled sales order processing and meeting room bookings.
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Sales Executive**May 2015 - June 2016***KK Security Services Limited - Nairobi*

- Exceeded sales targets through new business acquisition and cross-selling.
- Provided expert advice on security solutions to clients.
- Conducted site security surveys and delivered comprehensive reports.
- Developed compelling proposals, resulting in successful deals.
- Cultivated strong client relationships and maintained an updated CRM system.

Direct Sales Representative (Personal Banking)**2013 - 2014***KCB Bank - Nairobi*

- Expanded personal accounts and loans portfolio, increasing revenue.
- Provided exceptional customer service, ensuring high satisfaction.

EDUCATION

Bachelor of Science - Biomedical Science and Technology (2nd Class Upper)

Egerton University, Njoro - 2012

Kenya Certificate of Secondary Education, KCSE (A-; 77 Points)

Hema High School-Chitago, Kisii

PROFESSIONAL CERTIFICATIONS

- PL 900-Microsoft Power Apps Certification - 2021
- MS 900-Microsoft 365 Fundamentals Certification - 2021
- AZ 900-Microsoft Azure Fundamentals - 2022
- Cloud Sales Associate Advanced Backup -2023
- Cloud Sales Associate Advanced Security – 2023
- Cloud Sales Fundamentals – 2023
- Introduction to Software Engineering ALX Africa - Ongoing

REFERENCES

To be provided upon request.