Geoffrey Makoe

E-mail :

[gmakoe@gmail.com](mailto:gmakoe@gmail.com)

Phone :

+254713981041

Address: Nairobi, Kenya

# Summery

Highly detail-orientated and organised self-starter who works well independently to get the job done. Motivated individual offering a strong work ethics and positive attitude.

Highly effective in fast-paced working environments. Enthusiastic and fast learner and can deliver results quickly.

High-energy, resourceful and persistent individual, who seeks a position with an agency that serves high-end clientele.

Detail-orientated professional with superb people skills.

Efficient, accurate and detail-orientated individual with an innate drive to provide exceptional service.

# Personal Values

Honesty/Integrity/Morality Adaptability/Flexibility.

Dedication/Hard-Working/Work Ethic/Tenacity. Dependability/Reliability/Responsibility.

Loyalty.

Positive Attitude/Motivation/Energy/Passion. Professionalism.

Self-Confidence.

Self-Motivated/Ability to Work with Little or No Supervision. Willingness to Learn.

# Career Objective

Seeking a position with a company which will require me to utilize my skills, abilities and experience to ensure the company's/institution’s success.

# Work experience

## Rama Homes ltd. June 2017 — To date

### Sales Executive

Meet potential clients and demonstrate to them the company product and services Selling property to identified potential clients

Establishing relationships with the clients, maintaining and nurturing business relationships with the existing and new clients with an objective of increasing company revenue

Formulate sales strategies based on the company’s objectives and budget

Conduct market research, understand the profile of the target consumer, their needs and requirements Preparing accurate and timely quotations as per the client’s needs

Keep records of sales figures and the results of all marketing initiatives Deal directly with end consumers as a way of closing sales.

Coordinate all promotional, marketing and advertising activities.

Take part in customer feedback surveys and work out ways to garner higher profits.

Regularly meet target sales as set up by management by implementing the approved sales and marketing strategies.

Take part in sales meetings and present reports about the sales and marketing figures.

Preparing sales contract terms as per client’s needs and discussing the same to customer’s satisfaction after necessary approval

Preparing comprehensive and timely reports

Delivery on daily company standards and adhere to service and quality standards

## Asante Tiwi Charitable Trust September 2015 — June 2017

### Manager

Performed general office duties and administrative tasks.

Prepared weekly confidential sales reports for presentation to management. Managed the internal and external mail functions.

Provided coaching, mentoring, and consultation to staff to enhance staff development. Planed strategies and implement the organization’s services and projects

Resolved problems, evaluate programs and approve the annual budget and report

Served as a representative in the organization while attending charitable programs and other community services Offered administrative guide to volunteers, assign their work and schedule

Documented new policies, decision and fill in documents to create organizational charts and other archives Participated and attended meetings with the sponsors and other government official

Possess a wide knowledge regarding the rules and policies of government agencies and others

## Smartlinks Safaris June 2015 — September 2015

### Travel Consultant

Administered online Marketing functions.

Provided information to clients concerning local, interstate and international tours, travel routes, accommodation, local customs, fares, and travel regulations

Discussed client's travel requirements and advise on suitable options Planed, prepared and costed itineraries (travel plans) for clients Made travel, accommodation and related bookings

Confirmed bookings and notify clients of luggage limits and insurance, medical, passport, visa and currency requirements

Issued accommodation vouchers and all relevant documentation Collected payments and maintain records of transactions

Assisted with changes to travel arrangements and bookings where required.

## Jambo Rafiki Travel Services April 2014 — May 2015

### Operations/Marketing Manager

Identified, understood and defined customer needs, objectives and business requirements, design a solution that can best meet the Client's requirements.

Developed sales presentations that related to the co-existence between tours & Travel companies with Hotel Industry.

Stay up to date with new trends within tourism and Travel Technology.

Supported prioritized sales cycles, helping with strategy, competitive positioning, demonstrations and presentations.

Communicated the business requirements to implementation team after completion of sale to ensure a smooth transition from pre-sale to implementation stages.

Ensured appropriate qualification, scoping & mobilization of bids.

Developed and tracked the key Accounts, Customers brought on board, including monitoring and tracking the sales activities and provide regular progress reports to the management.

Public Relations and Customer Service.

Expertise level experience with client customization add-on, report, query and support.

## Liberty Tours and Travel January 2012 — March 2013

### Product Design Manager

Consistently achieved target packages of every season in the year Was able to handle training for school graduates.

Providing prompt service delivery to Corporate and key accounts. Sales forecasting and planning

Coordinating new projects across departments and contract renewals (Service Contracts) Head of Customer Product Training and Promotion Programme (Kampala)

## Hotel Africana March 2011 — September 2011

### Industrial Training

Registration of guests and assigning rooms

Maintained an inventory of reservation, vacancies and room assignments

Answered inquiries regarding hotel services, provide assistance and respond to guests' complaints Greeted customers, escorting them to seats, taking food and drink orders, and serving food and beverages

Answered questions regarding the hotel services, explaining menu items and specials, and offering personal attentive treatment.

Co-coordinated with team workers to plan events/parties

## Holiday Express Hotel August 2010 — March 2011

### Industrial Training

Registration of guests and assigning rooms

Maintained an inventory of reservation, vacancies and room assignments

Answered inquiries regarding hotel services, provide assistance and respond to guests' complaints Greeted customers, escorting them to seats, taking food and drink orders, and serving food and beverages

Answered questions regarding the hotel services, explaining menu items and specials, and offering personal attentive treatment.

Co-coordinated with team workers to plan events/parties

# Achievements

Was able to reach the monthly sales target as required by the company

# Education

## Award: Bachelor of Tourism August 2009 — January 2014

### Institution: Makerere University

Award: Uganda Advanced Certificate of Education

Institution: Bududa Secondary School

Feburuary 2007 — December 2008

Award: Uganda Certificate of Education Feburuary 2001 — December 2004

Institution: Bududa Secondary School

Interests

Music, Reading,

Painting watching football traveling

# References

Niodemus Omenge Director Smrtlimks Safaris

Mobile phone: +254711542309 Email: [mtr84b@gmail.com](mailto:mtr84b@gmail.com)

Mwaura John

Equity Bank. Kenya ltd

Mobile phone: +254721731923 Email: [stontosha@yahoo.com](mailto:stontosha@yahoo.com)

Christine Rottland

Asante Tiwi Kenya Charitable Trust Mobile phone: + 254717783099 Email: [christine\_rottland@yahoo.com](mailto:christine_rottland@yahoo.com)