

C U R R I C U L U M V I T A E

PERSONAL DATA

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EDUCATIONAL BACKGROUND

2015- 2017 Coast Institute of Technology
 Diploma in Sales and Marketing.

2009 – 2012 St. John's Secondary School
 Kenya Certificate of Secondary Education.

2001 – 2008 Mwaroko Primary School
 Kenya Certificate of Primary Education.

CAREER OBJECTIVE

Looking for challenging career within a growth orientated esteemed organization that will allow for learning and utilizing my knowledge and experience, expressing by hard work ambition. Developed customer relation skills to attain improvement and positively contribute to the organization success.

PERSONAL ATTTRIBUTES

I can work in challenging environment with minimal supervision, I can also go an extra mile to ensure that goals and objectives of the organization archived.

WORK EXPERIENCE

Aug 2024 up to date worked at SunCulture Kenya Limited worked as a Sales team lead.

Responsibilities

Recruitment and training.

- Source, identify and recruit astute and goal-oriented sales agents who will be willing and capable of selling SunCulture products
- Train, and onboard the sales agents to ensure they have all been set up for success in bringing in sales and meeting the company KPIs

Team Management

- Carry out daily and weekly check-ins with the teams to ensure there is maximum productivity
- Track Lead generation and selling processes of the sales agents
- Coordinate aftersales customer service to ensure brand strength

Sales

- Work closely with the Regional Sales Manager in developing and establishing clear sales KPIs meant to be exceeded by the sales agents
- Monitor and push for numbers closures when it comes to the sales targets on the selling of SunCulture commodities
- Establish a rapport with the clients and also the community in ensuring that all the clusters allocated are fully utilized and understand SunCulture products and brand

Dec 2023 up to July 2024

Telkom Kenya limited worked as a Shop Team leader.

Responsibilities.

- Management of the Shop revenue to make sure its meeting its revenue targets.
- Managing all shop retail operations shop stocks and daily cash reconciliations.
- Managing DSA and making sure they meet their sales targets.
- Driving high business value Telkom products and services.
- Customer service and also contacting customers after sales to access satisfaction and offer additional products and services.
- Customer service
- Planning and going outdoor activities

Jan 2022- 2023 Nov Telkom Kenya limited worked as Regional team leader for TDRs .

Responsibilities

- Management of Tdrs, training and building capacity of the team and recommending areas of improvement.
- Preparation of daily, weekly and monthly progress sales reports.
- Link between the senior management and sales staffs.

- Recruiting and managing Franchise partners and direct sales agents.
- Recruiting, coaching, capacity development and management of teams I.e. Field sales people (commandoes).
- Managing Rig and Van operations to drive territory gross adds and acquisitions.
- Marketing intelligence on product availability, competition analysis and customer experience.
- Driving Focus sites Gas through Tcash and Sssos .

Oct 2019 – Dec 2021.

Telkom Kenya limited worked as a Trade developer Representative.

Responsibilities.

- Outlet development which involve acquiring identifying outlets from airtime selling outlet to Sim selling outlet and final to Tcash agent.
- Market execution to ensure there is visibility organization products in the market.
- Marketing intelligence on product availability, competition analysis and customer experience.
- Recruiting, Coaching capacity development and management of team's field sales people (commandoes).
- Route riding which involves outlet visitation to ensure products availability and retraining.

Feb 2019 - Sep 2019

Safaricom Kenya limited worked as a sales executive under Enterprise business unit department.

Responsibilities.

- Providing solutions to Micro enterprises, Smes and large enterprises.
- Maintaining of the existing clients to the product
- Giving market feedback and recommendations about the customer experience.
- Training the existing and new customers about the organization new offers and promotion.

October 2018 – Jan 2019

Telkom Kenya Limited worked as a market activator under mobile financial services department.

Responsibilities.

- Recruiting of new agents

- Market execution to ensure availability
- Giving marketing feedback on products and services.

Sep 2015 - Dec2015

Industrial attachment at quality bitumen products limited, as a sales representative.

Responsibilities.

- Acquiring new customers on board.
- Customer management of existing customers.
- Training customers on new products
- Giving marketing feedback on products and services.

Jan 2013-Dec 2014

Telkom Kenya limited as sales brand representative

Responsibilities.

- On boarding new customers to the network.
- Training new customers and existing customers about Telkom and services.
- Giving marketing feedback on services offered by organization.

INTEREST

- ✓ Playing volleyball
- ✓ Traveling

REFEREES

1.Ghanaema iddi

Telkom Kenya limited,

Zonal manager coast,

Po Box 80100,

Tel,0772270115

Mombasa.

2. Mr. Daniel G. Ngena,
Quality Bitumen Products limited,
Sales Manager,
Po Box 10150,
Tel 0727683116,
Nairobi.

3. Madam Eunice Muia,
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