

Geoffrey Makoe

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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.
- Planned 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
- Planned, 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

February 2007 — December 2008

Institution: Bududa Secondary School

Award: Uganda Certificate of Education

February 2001 — December 2004

Institution: Bududa Secondary School

Interests

Music,
Reading,
Painting
watching football
traveling

References

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