

Wakabu Stephen Ndungu  
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## **OBJECTIVE**

My career objective is to pursue a dynamic career with challenging opportunities in the field of sales and marketing and to be an active player in designing marketing techniques to achieve the organization's goals.

## **WORK EXPERIENCE**

**CUSTOMER SERVICE EXECUTIVE**  
*Al Nahda Center*  
August 2021 to Date

### ***MAJOR RESPONSIBILITIES***

- Providing product information and guidance to customers
- Providing excellent customer service and ensuring a positive customer experience
- Resolving customer complaints and issues promptly and effectively
- Following up with customers to ensure their satisfaction and resolve any outstanding matters
- Keeping records of customer interactions
- Collaborating with other departments to address customer concerns and resolve issues

**SALES AND MARKETING EXECUTIVE**  
*Emirates Gulf Facility Management*  
December 2019 to June 2021

### ***MAJOR RESPOSIBILITIES***

- Developing and implementing sales and marketing strategies
- Demonstrating products and services as demanded by customers and management
- Generating leads and acquiring new customers while retaining existing clients
- Find ways to sell products in the down-market
- Collaborating with cross-functional teams to make effective sales
- Maintaining relationships with clients by providing support, information, and guidance on the products

### **CUSTOMER SERVICE**

*Ramla Hypermarket LLC*

December 2017 to November 2019

### ***MAJOR RESPONSIBILITIES***

- Maintaining relationships with clients by providing support, information, and guidance
- Maintaining quality services through the establishment and enforcement of organizational standards
- Analyze and create a plan for engaging the target market
- Handling clients with both positive and negative attitudes by providing excellent customer service.
- Working as a team to achieve the company's target
- Welcoming customers warmly and friendly and providing them with the best customer service

## **EDUCATION**

- **Electrical Engineering**  
2015-2017  
Christian Industrial Training College
- **Kenya Certificate of Secondary Education**  
2011-2014  
Wiltrue Education Center
- **Kenya Certificate of Primary Education**  
2001-2010  
Green Angels Academy

## **LANGUAGES**

- Excellent writing and communication skills in English
- Basic communication skills in Arabic and Hindi

## **PERSONAL ATTRIBUTES**

- Providing excellent customer service
- Analytical & Learning Capability  
Communication Skills (verbal, written, presentation)
- Good team player and team-leading ability Initiative and problem-solving.
- Being reliable and professional.

## **AREA OF EXPERTISE**

- Customer Satisfaction
- Good organizational skills
- Computer proficiency
- Customer Satisfaction
- Strong communication skills

## **PERSONAL DETAILS**

**Name:** Wakabu Stephen Ndungu

**Religion:** Christian

**Nationality:** Kenyan

**Marital Status:** Single

**Date Of Birth:** 4<sup>th</sup> March 1997