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|  |  | JORAM WAIRUHI MUTIGA **PROFILE**I am an organized and creative professional with proven Sales and marketing skills and a desire to learn more. Possess 3 years of experience working in diverse group of organizations, environments and clients ranging from Fast Moving Consumer Goods and Information technology. I have expertise in information technology and computer systems, publication marketing, and web-based advertising. Looking to utilize my existing skill set to increase company profitability.**WORK EXPERIENCE****RIGHTBITE NUTRITION AND CATERING SERVICES FMCG DUBAI, UAE OCT 2017–JULY 2019 -** **Sales & Marketing Executive (1YEAR 9MONTHS)*** Making appointments with and meeting new customers
* Explaining product features to clients.
* Gathering market and customer information
* Recording sales and order information and sending copies to the office or entering into a computer system.
* Communicate to the purchasing department expected increases or decreases in demand for a product.
* Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
* Representing the company at trade exhibitions, events and demonstration
* Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
* Identify trends in customer satisfaction or dissatisfaction

**QUICK HARDSTEAM & EQUIPMENT LIMITED NAIROBI,KENYA FEB 2013–AUG 2016 Information System and Administration Officer (3YEARS 6MONTHS)** * Ensure security of data, network access and backup systems
* Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance- Audit systems and assess their outcomes
* Act in alignment with user needs and system functionality to contribute to organizational policy.
* Plan, organize, control and evaluate IT and electronic data operations.
* Identify problematic areas and implement strategic solutions in time

**KENYA TEA DEVELOPMENT AGENCY NAIROBI,KENYA AUG 2007–DEC 2012****Information System Officer (5YEARS 4MONTHS)**Installing and configuring computer hardware, software, systems, networks, printers and scanners. Also monitoring and maintaining computer systems and networks by providing technical support across the company (this may be in person or over the phone) and testing new technology.**MOUNTAIN TOP PUBLISHERS NAIROBI,KENYA AUG 2003–JAN 2005** **Computer Design/Operator (1YEARS 5MOTHS)**Handling the front office, petty cash and computer input. Designing all publications, all pre-press material as required. Maintain the machines that I worked with and any other duties that will be located to me from time to time.Languages: English & Swahili– Fluently Spoken and Written **EDUCATION****2013-2014 Diploma in Computer Applications (MIB)** INSTITUTE OF ADVANCEDTECHNOLOGY**2011-2012 Diploma in Business Administration (Sales and Supply)** INSTITUTE OF ADVANCEDTECHNOLOGY |
| **CONTACT****Email:** jomutiga@yahoo.com jomutiga@gmail.com**Tel:** +971524330835 +254724303397**SKILLS:*** Product knowledge
* Excellent sales and negotiation **skills.**
* Good communication and 'people **skills**'
* Confidence, motivation and determination.
* The ability to work well on your own and also as part of a team.
* Good organizational **skills**
* Time management **skills.**

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