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 **Name; Llyod Kibet Kemboi**

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 **Visa; Visit Visa**

**PROFILE SUMMARY**

Financial service sales professional,Customer Service employee, strong written and oral communication skills. Trained and Experienced in resolving customer complaints and promoting Business growth with Professional set of skills applicable across various roles and responsibilities.

Proficient in all aspects of Customer Service, Product knowledge and Client Servicing to archive optimal results. Experience in prior role helped developed my ability to work under pressure and being highly productive while maintain high quality standards.

**CORE QUALIFICATIONS**

* Well organized and skilled at multi\_tasking
* Excellent customer service skills
* Enjoys the challenge of problem solving
* Staff leadership/training
* Target achievement

**PROFESSIONAL DEVELOPMENT**

**Sales Support Associate 09/2018\_09/2019**

**Great label Perfumes, Diwani (MOMBASA)**

* Provided outstanding customer service while maximizing sales and serving as a positive role model for team members in the luxury business in retail.
* Performed strategic thinking to achieve optimal customer experience and meet customer needs.
* Maintained focus on team leadership, personnel support, innovation and customer retention building. Developed a high level of product knowledge and share your opinions on current and future trends.
* Show we are obsessed with style by maintaining a high standard of presentation and merchandising of products in your department while providing executive housekeeping.
* Established good working relationships with workmates/clients.
* Improve support service level.
* Communicated with clients to understand their needs and explain product value and building relationships with clients based on trust and respect. Collaborating with internal departments to facilitate client needs fulfillment also identifying industry trends.
* Demonstrated excellent sales ability, customer insight by accurately judging the right approach for each client assessing their needs and offering a meaningful product to assist them.
* Communicated accurate information about promotions, customer programs, products and exchange refund policies, providing exceptional customer service and driving retention.
* Consistently achieved increasing sales targets month on month, with a sales results of 98 per cent to 106 per cent exceeding regional benchmarks.

**Sales Associate 11/2017\_08/2018**

**Safaricom Mobile Shop Nairobi, Kenya.**

* Telemarketing calls to potential customers to drives sales of phone service and products.
* Display of new gadgets and correct specifications.
* Assisting customers in demonstrations of item needed.
* Monitored market conditions for product innovations, and competitors' products, prices, and sales. Recorded and analyzed market data, with this information ultimately being used to develop new pricing tools and approaches.
* Actively followed up with customers after brochure and sample mailings, adding an additional sales effort layer.

**EDUCATION**

2017\_2018 Institution; Co-operative University

 Qualification; Sales and Marketing

2013\_2016 Institution; Soliat High School

 Qualification; Kenya Certificate of Secondary Schools

2004\_2012 Institution; Georgian School

 Qualification: Kenya Certificate of Primary School

**REFERENCES:**

 Available Upon Request.