

Fraziah Muthoni Mwai

Nationality : Kenyan
Languages : English, Swahili, Basic Arabic
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PROFESSIONAL SUMMARY

I am a focused sales professional, with many years of sales experience, holder of Certificate in Sales and Marketing and a Diploma in Sales Management and Marketing, highly effective in establishing and maintaining relationships with potential and existing clients. Extremely motivated, ability to work under pressure to meet target in tight deadline

SKILLS AND COMPETENCIES

- Highly self-motivated, optimistic and great team player.
- Excellent communication skills, fluent in written and spoken English and Swahili with clear accent, and an intermediate in Arabic
- Expert in responding actively to customer needs and delivery matchless customer service
- I am also naturally hospitable, friendly and would like to use my guest relation skills to provide better service to the client. I am well organized and analytical, highly disciplined, apologetic, responsible, obedient and require minimal or no supervision
- Demonstrate ability of increasing business sales and customer satisfaction level
- Punctual, Presentable, courteous and also attentive to details
- Computer Applications skills; MS Office, Power Point, Internet and Emails
- Driving Skills – Possess Kenya Driving License

WORK HISTORY

Events, Sales, Marketing & Promotion

Year 2018 to Date

Duties and Responsibilities:

- To drive growth in advertising sales in our publications
- Actively identify marketing and promotion opportunities
- Promote the company's brand, policies and core values
- Sells products by establishing contact and developing relationships with prospects, recommending solutions

- Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements
- Deliver events on time, within budget, that meet (and hopefully exceed) expectations
- Ensure excellent membership service and quality delivery
- Distributing of raffles

Sales & Customer Service

Year 2016 – 2018

Florida Hair Fixing – Dubai, Ajman, UAE

Duties and Responsibilities:

- Greeting customer in a warm professional manner
- Handle the tasks of marketing and selling hair care product to clients
- Perform responsibilities of maintaining the records of clients like names, phone numbers and addresses
- Perform the tasks of answering calls and scheduling appointments
- Directing client to desired stylist
- Responsible for suggesting and prescribing hair care products to clients

Sales & Marketing Executive

Year 2012 – 2016

Reflex Technology LLC, Mombasa, Kenya

Real Time Vehicle Tracking and Fleet Management

Duties and Responsibilities

- Creating customer awareness on all products
- Innovating new marketing strategies
- Educating and training customers on strengths of company products
- Ensuring customers get quality after sales service.
- Resolved customer complaints to ensure optimal satisfaction

Sales & Marketing Executive

Year 2008 – 2012

Surfside Plumbing LLC, Mombasa Kenya

Duties and Responsibilities:

- Doing market research on targets
- To promote the venue by making sales calls to specifically targeted companies and or individuals as directed by Management
- To pro-actively suggest new themes and ideas on how to improve and revenue

- To maintain and continuously build an active database for clients
- To attend networking and corporate events when required or requested to do so
- To submit a weekly activity report to the Management
- To assist in any task that the Management feel is required

EDUCATIONAL QUALIFICATION

- Diploma in Sales Management and Marketing
- Certificate in Sales and Marketing
- Diploma in Public Relation
- Kenya Certificate Secondary School

REFERENCES

Will be furnished upon request