

JOAN CHEGE

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Professional summary.

Results driven sales professional with a proven track record of exceeding targets and driving revenue growth. Committed customer service expert eager to join your company, to build customer loyalty by leveraging interpersonal skills and offering top customer service.

Skills

- Goal setting and meeting goals
- Good communication skills
- Problem solving
- Team player who is growth driven and positive

Work history.

Sales executive,01/23 to date- Devyani foods Limited Nairobi.

- Sales & marketing of the company's brand, product offered to small scale retail businesses & medium size cooperate enterprises.
- Answering all customers questions and establishing new business.
- Negotiating and closing deals.
- Gather feedback from customers or prospects and share with internal teams.

Customer service agent/Event support,10/22 to 12/22-Doha metro (Corniche station)Qatar.

- Participated in crowd management during the FIFA world cup 2022 .
- Helped customers and visitors to get to their destinations by metro through providing them with correct information.
- Attained 100% success in all customer service categories including communication skills, interpersonal skills, problem solving and friendliness.

Dispatch ,02/22 to 08/22-Jalwo trucking LLC -Nairobi

- Dispatched truck drivers
- Answered calls from customers and addressed any concerns they had.
- Listened to customer needs or issues and provided helpful solutions to their problems .

HTS and Adherence counselor volunteer, 03/2021 to 01/22 -Kariobangi South Health Center –Nairobi.

- Participated in continuous improvement by generating suggestions, engaging in problem solving activities to support team work.
- Improved my skills through consistent hard work and dedication to patients.
- Delivered exceptional level of services to each client by listening to concerns and answering questions.

Nutritionist volunteer 02/2020 to 01/22

Kariobangi South health Center-Nairobi

- Worked with clients to understand needs and provide excellent services.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Served clients in a friendly, efficient manner following outlined steps of services.

Nutrition Atachee,

Kiambu county Hospital-Kiambu 03/2019 to 05/2019

Thika level 5 Hospital-Thika 04/2018 to 06/2018

- Conducted nutrition assessment and growth monitoring.
- Counseled patients with specific nutrition needs.
- Managed SAM and MAM patients through the therapeutic and supplementary feeding programmes.
- Developed and maintained courteous and effective working relationships.

Education

Certificate: HIV testing services, 02/2021

Africa Regional Counseling and Training Institute-Makadara, Nairobi.

Certificate: Adherence counselor, 02/2021

Africa regional Counseling and training Institute.

Diploma: Nutrition and Dietetics, Sep 2016 to July 2019.

Kenya Medical Training college-Nairobi

Accomplishments

- Exceeded sales targets.
- Attained 100% success in all customer service categories including communication skills, interpersonal skills, problem solving and friendliness.
- Able to work with minimal supervision.

- Successfully secured key accounts resulting to 30% increase in annual revenue.
- Established strong , lasting relationships with clients.

Referees

1. Michael Mwololo HTS Trainer, Nascop
Tel: 0707789123
Email: kimanthimedical@gmail.com
2. Ann Kariuki
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3. Prisca Wamwea
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