



Sally Ochieng

Customer Service Representative

Highly motivated and personable professional with 5+ years' experience in sales, logistics and project management. Adept at handling multiple tasks, can work well with others and possess strong facilitation and analytical skills. Proactive to reduce costs, save time and optimize processes to meet company objectives and goals. Seeking to join a reputable company in a challenging environment where I can contribute to improve productivity, drive sales and learn and grow new skills.

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WORK EXPERIENCE

Sales Coordinator

Power Spring Electrical and Electronics

09/2018 - 03/2021

Achievements/Tasks

- Greeted and received customers in pleasant manner and respond to their questions by recommending products that match their needs.
- Sold products to customers in the shop that better suit their needs by negotiating prices and through cross selling.
- Processed payments to complete sales by scanning products and creating receipts using the POS system.
- Corresponded with suppliers to supply new stock for sale, manage returns and be updated on new information and products.
- Coordinated with the maintenance team to provide after sales services to customers such as installation of electronics, transportation and providing repair services.

Project Assistant

Zakhem International Construction Company

07/2016 - 07/2018

Kenya

Achievements/Tasks

- Greeted and welcomed guests in pleasant manner.
- Kept stock of office inventory and placed orders when needed for smooth operation of the office.
- Basic bookkeeping, where managed petty cash to meet office budget and expenses.
- Maintained and updated the filing system according to company policy for future systematic reference.
- Managed emails, phone calls, letters and queries and redirected as required.
- Prepared presentations and updates during quarterly company meetings and with the clients.
- Coordinated with site personnel and sub-contractors to obtain data to generate work reports.
- Organised operations team by monitoring and managing project schedules to efficiently distribute responsibilities and resources with/in absence of Logistics Officer.
- Assisted my colleagues with any other administrative tasks.

SKILLS

Great organisational skills

Solid interpersonal skills

Ability to multitask and work under pressure

Highly adaptable and flexible

Detail oriented

Team player

Willingness to learn

Strong work ethic

Customer oriented

Good aptitude for problem solving

Sales and Operations Planning

Proficient in MS Office

Good project management skills

EDUCATION HISTORY

BSc. Supply Chain Management, Transport and Logistics (09/2012 - 11/2015)

Jomo Kenyatta University of Agriculture and Technology

Kenya Secondary School Certificate (02/2008 - 11/2011)

The Kenya High School

LANGUAGES

English



Swahili



HOBBIES

Swimming

Travelling

Solving puzzles

Photography

Listening to music