

KAGERA ENGINE OKOTH

Nairobi, Kenya

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PROFESSIONAL SUMMARY

Highly motivated and detail-oriented Project Management graduate with proven experience in sales operations, team coordination, and customer service. Skilled in branch operations, staff supervision, problem-solving, and driving excellent customer experiences. Seeking the role of ****Assistant Branch Manager**** at Java House to contribute strong leadership, operational efficiency, and customer-focused service delivery.

CORE COMPETENCIES

- * Branch Operations Management
- * Customer Service & Satisfaction
- * Staff Supervision & Leadership
- * Sales Operations & Reporting
- * Inventory & Stock Control
- * Problem-Solving & Decision Making
- * Communication & Interpersonal Skills



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* Time Management & Organization

* Conflict Resolution

* Adaptability & Multitasking

WORK EXPERIENCE

Sales Manager Intern

Coca-Cola Branch – Nakuru, Kenya

Year – 2025

* Coordinated daily sales activities and supported the performance of frontline sales teams.

* Assisted in developing staff schedules to ensure efficient workflow and timely service delivery.

* Addressed customer inquiries and resolved complaints, improving customer satisfaction.

* Supported inventory tracking, stock reviews, and restocking planning to maintain availability.

* Contributed to achieving branch sales goals through teamwork and detailed reporting.

EDUCATION

Bachelor's Degree in Project Management

South Eastern Kenya University (SEKU)

I graduated in the year 2025.



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HIGH SCHOOL

I went to siaya township secondary school

From 2017 - 2020

PRIMARY EDUCATION.

I went to RODI KOPANY PRIMARY

from the year 2006 - 2016

PERSONAL ATTRIBUTES

- * Reliable and results-driven
- * Strong work ethic and integrity
- * Excellent attention to detail
- * Able to perform under pressure
- * Team-oriented and collaborative



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