

## CURRICULUM VITAE

### JOSEPHAT MBITHI RAPHAEL

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## PROFESSIONAL SUMMARY

Experienced Sales and Marketing professional with a proven track record in retail operations and customer service. Skilled in managing diverse sales portfolios, including phone accessories, electronics, and financial services. Adept at fostering client relationships, achieving sales targets, and providing exceptional service in high-pressure environments.

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## WORK EXPERIENCE

### Sales Operator

*Teshtech Communications*

(2019 – Present)

- Responsible for selling and promoting phone accessories, electronic devices, and phones.
- Managed M-pesa agency operations, including transactions and customer inquiries.
- Handled banking services as an agent for KCB, Equity, and Co-operative Bank.
- Ensured smooth day-to-day retail operations and maintained excellent customer service standards.

### Sales Executive

*Jenge Connections*

(2017 – 2018)

- Sold mobile phones and phone accessories to walk-in customers.
- Recommended and identified products that matched their needs while meeting company sales targets.
- Developed product displays and optimized store layout for better customer experience.

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## EDUCATION

### Certificate in Computer Applications

*Drejom Computer College*

(2015 – 2016)

**Kenya Certificate of Secondary Education (KCSE)**  
*Kalaani Secondary School*  
(Graduated in 2009)

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## **KEY SKILLS**

- Sales and Marketing
- Customer Relationship Management
- Retail Operations
- Financial Transactions (Mpesa and Banking Agents)
- Computer Proficiency in Office Applications
- Over five years of driving experience

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## **REFERENCES**

### **Shadrack Tello**

0736557657

Teshtech communication

### **Simon Peter**

0722635006

Image communication