

CURRICULUM VITAE

Name : Nicholas Mutemi John

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Marital Status : Single

Religion : Christian

Languages : English, Swahili, Kamba

Nationality : Kenyan

PROFESSIONAL SUMMARY

I am a dependable and passionate Customer Service and Sales Professional with over five years of experience in the financial, solar and telecommunications industries. I specialize in client engagement, relationship management and sales growth strategies.

Creative and people-oriented, I consistently achieve set targets while delivering outstanding service. My goal is to advance in the banking and finance sector, contributing to sustainable business growth through innovative, customer-centered solutions.

PROFESSIONAL EXPERIENCE SUMMARY

My professional experience includes:

ABSA Bank Kenya – Supported business development initiatives and promoted financial products to clients, strengthening my skills in customer engagement and sales strategy.

Platinum Credit Limited – Worked as a Direct Sales Representative, selling credit products, prospecting clients and building strong client relationships.

Mkopa Solar Company – Promoted solar products through door-to-door sales, reaching customers at their workplaces and homes while educating them on product benefits.

Through these roles, I developed:

- Strong communication, persuasion and negotiation skills.

- Ability to generate innovative strategies to improve customer service and sales performance.
- Problem-solving and teamwork capabilities essential in multidisciplinary business environments.
- Excellent customer service skills.

PROFESSIONAL EXPERIENCE

ABSA BANK KENYA — Sales and Customer Service Officer

February 2024 – Present

- . Achieving sales targets set by the company.
- . Providing customer support and product guidance.
- . Promoting financial products and supporting branch business growth.
- . Ensuring client satisfaction and compliance with company policies.

PLATINUM CREDIT LIMITED — Team Leader

June 2023 – January 2024

- . Led a team to achieve sales targets and company objectives.
- . Supervised field sales operations and monitored performance.
- . Provided customer support and handled loan compliance.
- . Assisted the branch manager in operational tasks and staff training.

PLATINUM CREDIT LIMITED — Sales Associate

February 2022 – May 2023

- . Assisted customers with loan applications and inquiries.
- . Managed sales campaigns to achieve monthly targets.
- . Maintained customer records and followed up on client satisfaction.

UNDUGU MEETING POINT & CAFÉ — Waiter / Cook

September 2020 – December 2020

- . Served customers efficiently and ensured satisfaction.
- . Handled food preparation and maintained cleanliness.
- . Assisted in customer service management and daily operations.

MKOPA SOLAR LIMITED COMPANY — Direct Sales Representative

October 2019 – April 2020

- . Prospected and signed up new customers for solar products.
- . Delivered door-to-door marketing and installations.
- . Educated clients about solar energy products and payment plans.

LIBERTY LIFE ASSURANCE — Sales Agent

January 2019 – June 2019

- . Marketed insurance products to individual clients.
- . Built long-term customer relationships.
- . Met sales targets and promoted brand trust.

HAKIKA HERBS CLINIC — Field Doctor / Customer Attendant

March 2018 – December 2018

- . Educated clients on herbal treatments and prescribed remedies.
- . Attended to customers and maintained product inventory.

SAFARICOM LTD (M-PESA AGENT) — Customer Attendant

December 2017 – February 2018

- . Offered customer support for M-PESA services.
- . Handled cash transactions and customer queries.
- . Maintained confidentiality and ensured accuracy in daily reports.

EDUCATION BACKGROUND

Witu Secondary School — Kenya Certificate of Secondary Education (KCSE)

2016 – 2017 | Grade: D-

Witu Primary School — Kenya Certificate of Primary Education (KCPE)

2010 – 2013 | Grade: C+

PROFESSIONAL DEVELOPMENT

Mental Health Awareness Training — March 2025

Focus:-

- . Employee well-being.
- . Workplace empathy.
- . Customer interaction balance.

SKILLS & COMPETENCIES

- Customer Service & Relationship Management
- Sales and Marketing Strategy
- Banking & Financial Product Promotion
- Leadership and Team Coordination

- Problem Solving and Critical Thinking
- Communication & Negotiation
- Cultural Awareness and Travel Consultation

HOBBIES & INTERESTS

- . Traveling and exploring diverse cultures.
- . Reading and personal growth.
- . Promoting mental health awareness and positive living.

REFERENCES

1. Manager

Mkopa Limited, Mwingi Branch

Charles Kathuli

+254 715 273 600

2. Owner - Undugu Meeting Point & Café

Kiluti Peter

+254 728 077 105

3. Manager

Platinum Credit Limited, Masalani Branch

Jackson Ndaingo

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4. Manager

Platinum Credit Limited, Naivasha Branch

Catherine Mueni

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5. Manager

Absa Bank Kenya, Naivasha Branch

Bethuel Chumba

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