

BRYAN ODHIAMBO NYAKONG'O

CUSTOMER SALES REPRESENTATIVE

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SUMMARY.

Dynamic professional with 6 years of diverse experience in customer service and operations, adept at enhancing efficiency and driving sales. Proven expertise in multitasking and maintaining exceptional customer relations, while consistently achieving sales targets. Demonstrates a strong willingness to learn and adapt in fast-paced environments, ensuring a high standard of service delivery. Committed to fostering positive interactions and resolving customer inquiries promptly, contributing to overall satisfaction and loyalty.

EXPERIENCE.

M-GAS., Technical Sales Representative

09/2025 – Present

Nairobi.

- Px /P4 and P5 meter inspections, installations as well as maintenance .
- Developed and implemented a successful sales strategy,resulting in a 20% increase in customer acquisition.
- Resolved 45% of escalated customer complaints by emphasizing with their concerns and providing tailored solutions.

Mungetho Plastics Ltd, Machine operator

04/2025 – 08/2025

Nairobi.

- led a team of 10 members, delegating tasks and providing guidance resulting in a 30% reduction production errors and improve team collaboration.
- Achieved 40% products revenue in 3 months by launching four new key features.
- Gathered and disposed of work site debris to remove safety hazards and boost team productivity.
- Assess equipment after each production run, performing preventing maintaining to keep machine running smoothly.

Trinity Energy Service Station., Manager

07/2024 – 10/2024

Machakos.

- Developed and implemented strategic plans resulting in a 30% increase in new business opportunities.
- Established and maintained relationships with key institutions and organizations resulting Ina a 25% sales revenue.
- Performed market research and analysis to identify new market opportunities resulting in the successful launch of new products lines.
- Ensure achievements of station sales targets by achieving 40% of set goals, prospecting new customers and developing business opportunities in 3 months while upholding high quality customer service.

Trinity Energy's Service Station., Supervisor

12/2022 – 06/2024

Muranga.

- Analyze customer feedback and derived product improvement resulting in a 20% increase in customer satisfaction.
- Streamlined reporting to maximize efficiency while maintaining compliance.

Trinity Energy Service station., Customer Attendant

07/2022 – 12/2022

Kiambu.

- Supervised cash and credit transactions, ensuring accuracy in sales records.
- Trained new staff members on effective customer service techniques thus improving efficiency delivery by 60%.

- Organized service station layout for improved customer navigation.
- Collaborated with management to implement operational improvements.

MRM,Safil Building Systems., Production

03/2022 – 05/2022
Machakos.

- Assisted with the setup and breakdown production equipment and materials of live events.
- Reviewed activities for production team to complete task on time.

Total Airport View Service station., Customer Attendant

02/2021 – 08/2021
Nairobi,

- Maintained a clean and safe working environment, ensuring compliance with all safety regulations.
- Performed daily openings and closing procedures , such as counting cash drawers and restocking shelves.
- Assisted customer with selecting fuel, oil and other automotive products.

National Oil Service Station., Customer Attendant

02/2016 – 05/2020
Kiambu.

- Lead the marketing and sales teams achieving companies growth of 96% in 3 years time.
- Accurately processed transactions while sustaining cash handling procedures.
- Collaborated with team members to ensure optimal service at all times.

Bidco Africa Ltd., Technical Sales Representative

04/2015 – 09/2015
Kiambu.

- Established and maintained relationships with key partners resulting in a 25% increase in sales revenue.
- Achieved sales targets by 60% consistently through strategic planning and execution.
- Improved ongoing support to clients, ensuring their needs were met and fostering loyalty.

Cyberspace Cafe., Assistant Manager

04/2014 – 12/2014
Nairobi.

- Developed and executed marketing strategies ,resulting in a 15% increase in customer foothall .
- Implemented new inventory system,reducing supply costs by 15%.
- Ensured compliance with health and safety regulations ,maintaining 99% ratings in annual inspection.

EDUCATION.

Diploma in Business Management, (D/BTEP).

01/2011 – 11/2013
Nairobi

Dynamic Institute of Management and Accountancy.

Certificate of Computer Electronics Engineering.

01/2012 – 06/2012
Nairobi

Compuera College.

Certificate in Business Administration,(C/BTEP).

01/2010 – 11/2011
Nairobi

Dynamic Institute of Management and Accountancy.

Kenya Certificate of Secondary Education (KCSE)

01/2005 – 11/2009
Kisumu

Dr.Aloo Gumbi High School.

Kenya certificate of primary education (KCPE)

01/1996 – 11/2004
Nairobi

Ofafa Jericho Primary School.

SKILLS.

- Team collaboration and communication.
- Training and development.
- Creative problem solving.
- Operational Efficiency.

LANGUAGES.

- ENGLISH
- KISWAHILI

HOBBIES.

- Field research
- Traveling
- Reading

REFERENCES.

Beatrice Adhiambo, *Credit controller, G4s.*

0724378788

Antony Owich, *Technician, Cino logistics and procurement ltd.*

0713010493

Judy Munuve, *Manager, Trinity energies service station,banana .*

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