

SOPHIAH CAROLYNE MUTHONI

Ruai, Nairobi, Kenya | +254708236579
Carolynemuthoni010@gmail.com

SUMMARY

- Energetic self-starter with experience in Customer Relations and Marketing.
- Excels in providing exceptional service to clients; especially skilled with handling challenging customers.
- Proven ability to create and execute strategic sales plans, leverage data-driven insights to achieve targets, and contribute to organizational growth..

EDUCATION

Kenya Institute of Management – Nairobi, Kenya
Diploma in Business Management

September 2016 – October 2018

WORK EXPERIENCE

Business Development Agent March 2023 - Present

Fortune Credit – Nairobi, Kenya

- Responsible for identifying new business opportunities and fostering client relationships.
- Assisted in developing strategies to enhance market penetration.

Sales Representative November 2021 - December 2022

Wabi2b Kenya (Smart-Outsource Limited) – Nairobi, Kenya

- Executed sales strategies to achieve and exceed targets.
- Skillfully managed administrative responsibilities for the welfare of 100 + clients including: client acquisition, client retention, incident reports, handling of confidential service and goods delivery and conflict resolution. Received outstanding feedback ratings.

Sales Representative April 2019 - August 2021

Barista Bros (Coca-Cola Company) – Nairobi, Kenya

- Successfully managed assigned territories and exceeded sales quotas
- Opened and developed a new route into a top-performing region in Nairobi.

Telesales/Customer Service

Hue Agency April 2018 - March 2019

Barista Bros (Coca-Cola Company) – Nairobi, Kenya

- Successfully managed assigned territories and exceeded sales quotas
- Opened and developed a new route into a top-performing region in Nairobi.

SKILLS

- Data Analytics (SPSS, Project R)
- Strategic Planning
- Project Coordination
- Excellent Communication Skills
- Attention to details
- Customer Relationship
- Team Collaboration
-

INTERESTS

- Nature & Wildlife Conservation
- Women Empowerment
- Regional Development

LANGUAGES

- Kiswahili - Native
- English - Expert
- Kikuyu-Native
-

REFERENCES

- Mr. Eugene Amwayi (Business Manager) | +254 722 556 525- Fortune Credit
- Edwin Odhiambo - Branch Manager - Wabi2b - 254725769164
- Clive Muchoki - Team Supervisor - 254796826842 - Barista Bros

