

Kevin Ngugi Kungu

Sales and Customer Service

An Empathetic communicator, focused on results and efficiency.

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PROFESSIONAL OVERVIEW

A skilled professional with 9+ years in, sales and customer service in the retail industry. I have experience in developing and implementing customer acquisition strategies, plus nurturing strong relationships; that lead to the achievement of performance targets and sustained long-term growth.

WORK EXPERIENCE

Sales Representative | Consumer Star Ltd - fmcg distributor | Langata, Nairobi. September 2022 - January 2023

- Executed sales strategies for company products (FMCG goods).
- Followed up on sales leads within my territory, and ensured timely delivery of client orders.
- Maintained and grew the current customer base to increase sales revenue. This resulted to monthly sales of Ksh 150,000 to 200,000.

Area Sales Representative | Diligence Enterprises Ltd - fmcg distributor | Kajiado County. May 2016 – May 2022

- Ensured proper visibility and distribution of all products at mini - marts and general trade outlets. We handled a coverage of 500 - 700 outlets traversing Kajiado and part of Makueni Counties. Which resulted to monthly sales of Ksh 3 to 4 million from our route to market strategy.
- Our territory coverage strategies for new client onboarding and retention was through product presentations, product knowledge; plus cost and benefits analysis, debt management and excellent customer service.
- I used mobile app database management software tools such as Vivo and Sollutek sales force automation which improved my time management and productivity; plus simplified our processes for sales reports, inventory, customer and route management.
- Coordinated with the sales and office teams to ensure the achievement of monthly and annual KPI and an efficient logistics process.

Customer Service Representative | EastMatt Supermarkets | Nairobi and Kajiado outlets. July 2014 - April 2015

- Conducted product restocking and quality checks.
- Handled customer queries concerning merchandise and product feedback.
- Assisted in the bakery and carried out other duties as assigned by the Branch manager.

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WORK EXPERIENCE CONTINUED

Area Sales Representative | Arba Publications | Nairobi Kenya.

March 2011 – September 2012

- Implemented sales strategies for all book titles to all potential and existing clients/outlets (distributors, bookshops, etc.).
 - During my internship, I was part of a team tasked with promoting and organizing book launch events in various towns across Kenya.
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EDUCATION

Diploma in Business and Technology | Institute of Advanced Technology | Nairobi | November 2011

SKILLS

Stakeholder communication	Problem solving	Stakeholder Management	Creative thinking
Adaptable and flexible	Time management	Strong team player	Organizational skills
Presentation and Reporting	Negotiation and closing	Emotional intelligence	Leadership

TECHNICAL SKILLS

Microsoft Word	Google Docs
Microsoft Excel	Google Sheets
CRM	Sales Force software's - Vivo and Sollutek

PROFESSIONAL DEVELOPMENT AND CERTIFICATES

Certificate in Leadership | McKinsey Company | Virtual

June 2023 – November 2023

Certificate in Customer Engagement | IBM Skills Build | Virtual

November 2024 – April 2025

REFERRALS

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