

# 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.

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## WORK EXPERIENCE

**Sales Representative** | Consumer Star Ltd - fmccg 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 - fmccg 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 Solutek 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

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## 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

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## TECHNICAL SKILLS

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

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## PROFESSIONAL DEVELOPMENT AND CERTIFICATES

Certificate in Leadership | Mc kinsey Company | Virtual

June 2023 – November 2023

Certificate in Customer Engagement | IBM Skills Build | Virtual

November 2024 – April 2025

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## REFERRALS

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