

STANLEY GATHUA CV

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PROFILE

Result-driven and dynamic customer service personnel with an extensive experience in both corporate sales and individual client service gained in the retail industry.

Skilled in acquisition and management of new corporate accounts, sales, contract negotiations as well as client relationship management.

Also highly skilled in performance analysis for particular accounts; and a target-oriented work approach.

PROFESSIONAL EXPERIENCE

March 2024- September 2025: Quickmart Limited

Corporate Sales Representative

- Client acquisition and contract negotiations- opening new corporate accounts.
- Business growth for existing clients.
- Oversight in customer service and ensuring customer satisfaction
- Process customer feedback and ensure implementation of laid measures for it.
- Ensured correctness of client statements.
- Making follow-up calls with clients to ensure their satisfaction and retention.

June 2023- February 2024: Quickmart Limited

Retail Sales Cashier

- Welcoming and greeting clients in the stores.
- Fostering customer service; ranging from handling complaints and reducing wait times on the queues.
- Operated the POS terminals and cash drawer balancing.
- Ensuring validity of receipts and invoices- including E-tims compliance.
- Performed cash counts daily to ensure accuracy and minimise discrepancies.
- Handled refunds as per the company's policy.

December 2022- May 2023: Quickmart Limited

Junior Retail assistant

- Recommended complementary purchases to customers, boosting sales.
- Managed product displays and general merchandising.
- Recommended complementary and or alternative products to customers.

January 2022- September 2022: Hydro Aluminium Limited

Production Assistant

- Assisted in meeting tight deadlines by efficiently coordinating tasks with other team members.

EDUCATION

2016- 2021: EGERTON UNIVERSITY

Bachelor of Science, BS

Awarded a Bachelor's Degree; Second Class Honors.

2021- 2021: STAC INSTITUTE

Certificate in Computer Applications

Distinction

Modules covered include:

- Ms Word
- Ms Excel
- Ms Powerpoint, etc.

2012- 2015: MURUKA SECONDARY SCHOOL

Kenya Certificate of Secondary Education, KCSE

Attained a mean grade of B

SKILLS AND COMPETENCIES

- Customer relationship management
- Customer service and After-sales support.
- Reporting skills
- Excellent typing speed.

REFERENCES

1. Josphat Mputhia,

Corporate Sales Manager, Quickmart Limited.

Email: csm_nrb2@quickmart.co.ke

Phone: 0797875671

2. Samuel Mwangi

Senior Corporate Sales Representative, Quickmart Limited

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