

ROSE CHERUIYOT

Address ITEN KENYA

Phone +254714880459

E-mail Rosecheruiyot5@gmail.com

PROFESSIONAL SUMMARY

Dedicated and results-driven professional with extensive experience in customer service, sales, and agricultural extension services. Adept at problem-solving, critical thinking, and people management, with strong decision-making and negotiation skills. Passionate about delivering excellent customer experiences and fostering business growth



Skills

- Complex problem-solving skills
- Critical thinking and emotional intelligence
- Creativity and cognitive flexibility
- People management and coordination
- Judgment and decision-making
- Service orientation and negotiation



Work History

Customer Care Agent

iProcure Limited | February 2021 – February 2024

- Communicated with clients via phone, email, and social media.
- Listened attentively to client concerns and responded promptly per company guidelines.
- Maintained professionalism and escalated complex concerns appropriately.
- Managed customer accounts, documentation, and order fulfillment.
- Prepared audit and reporting documents for call-related interactions.
- Suggested products and services based on customer needs.

Sales Agent

New Eldoret Veterinary Supplies Limited | June 2014 – January 2021

Responsibilities:

- Organized marketing and technical activities to promote product sales.
- Conducted market intelligence to stay ahead of competitors.
- Carried out after-sales services to enhance customer retention.
- Ensured compliance with health, safety, and quality procedures.
- Developed and implemented marketing strategies.
- Assisted customers with purchases and processed payments.

Sales Assistant

Baitany Agrovet Limited | December 2013 – June 2015

Responsibilities:

- Assisted customers with product selection and pricing inquiries.
- Managed cash register and point-of-sale transactions.
- Addressed customer complaints and escalated serious issues.
- Maintained stock levels and processed purchase orders



Education

- **Diploma in General Agriculture**, Eldoret National Polytechnic (2011 – 2013)
- **Kenya Certificate of Secondary Education (KCSE)**, St. Joseph Girls Secondary School (2006 – 2009)
- **Kenya Certificate of Primary Education (KCPE)**, Chelingwa Primary School (1996 – 2005)



Languages

English

Excellent

Kiswahili

Excellent

Kalenjin

Excellent



Referees

1. **Dr. Wilson Kiptanui**
Director, Baitany Agroveter
Cellphone: +254722645771
2. **Dr. Miseda Ken Miseda**
Director, New Eldoret Veterinary Services Limited
Cellphone: +254727224011 / +254707373729
3. **Christine Chumo**
Field Officer, Ministry of Agriculture – Eldoret West
Cellphone: +254720292016
4. **Susan Seron**
Farm Manager, Eldoret Polytechnic
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5. **Perpetual Kandie**
Principal, St. Joseph Girls Secondary School
P.O Box 3667, Eldoret