



# TIMOTHY NJERU

## Work Experience

### REAL ESTATE OFFICER MERINO REAL ESTATE

APRIL 2025-

- Managed property listings including rentals and sales, ensuring accurate and appealing descriptions and pricing.
- Conducted property viewings, site inspections, and guided potential tenants or buyers through the decision-making process.
- Drafted and reviewed lease agreements, tenancy contracts, and sale documents, ensuring legal compliance.
- Collected rent payments, issued receipts, and maintained accurate records of transactions and arrears.
- Handled tenant onboarding and exit processes, including move-in checklists, handovers, and deposit settlements.
- Coordinated maintenance requests and repairs by liaising with contractors, landlords, and service providers.
- Resolved tenant complaints, disputes, and emergencies professionally to maintain high satisfaction levels.
- Monitored lease expirations and followed up with tenants on renewals or exit notices.
- Conducted regular property inspections to ensure cleanliness, safety, and upkeep of facilities.
- Maintained an up-to-date property database including occupancy rates, rent status, and client communications.
- Advised landlords and property owners on market trends, rental valuations, and improvements to increase property value.
- Promoted properties using digital marketing, social media, and on-ground signage to attract potential clients.
- Represented the company in negotiations and facilitated smooth transactions between buyers, sellers, and tenants.
- Prepared weekly and monthly reports on property performance, occupancy rates, and financial collections.
- Ensured compliance with all relevant real estate laws, policies, and regulations.
- Processed and reconciled rental payments made via M-PESA, ensuring accurate recording in the system and timely issuance of receipts to tenants.

## About Me

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.



0702296564  
timothynjeru4@gmail.com  
Kiambu, Ndenderu

## Language

- English (Immediate)
- Swahili ( Professional)

## Expertise

- Management Skills
- Creativity
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership
- Professional telephone etiquette
- Marketing
- Basic maths
- Deadline management
- Commitment to excellence

## Skills Summary

Sales and marketing  78 %

Digital Marketing  81 %

**Sales and Customer care**  
**Guardmart Supermarket**  
**March 2024- November 2024**

- Shelf Stocking & Merchandising: Ensured shelves were adequately stocked with products, following store layout guidelines and rotating stock to ensure freshness. Maintained product displays, ensuring all items were visible and easily accessible to customers.
- Customer Service: Provided friendly and efficient assistance to customers, addressing their inquiries, assisting with product selection, and resolving any issues to ensure a positive shopping experience. Delivered personalized service by recommending products based on customer preferences.
- Bakery Sales: Assisted in the bakery section, including selling fresh bread and other baked goods to customers. Ensured products were presented attractively and maintained a clean and welcoming bakery environment.
- Cashier: Operated the cash register with great knowledge on Nexx program. Processed transactions accurately, handled cash and card payments, and provided receipts to customers. ---Maintained a high level of accuracy while managing checkout lines during busy periods.
- Goods Receipt & Inventory Checks: Checked deliveries against order invoices, ensuring the correct quantity and quality of goods. Assisted with inventory management, verifying stock levels, and reporting discrepancies to management for timely resolution.
- Health & Safety Compliance: Followed food safety protocols in handling products, especially in the bakery and fresh food sections, ensuring compliance with health regulations and minimizing waste.
- Team Collaboration & Communication: Worked effectively with fellow employees and management to ensure smooth daily operations, sharing insights and assisting with training new staff.
- Product Knowledge & Recommendations: Utilized in-depth knowledge of store products to recommend alternatives to customers, increasing overall sales and enhancing the shopping experience.
- Sales Promotions: Promoted in-store sales, discounts, and special offers to customers, encouraging product purchases and increasing sales volume.

**Education**

**Kenya Methodist University**

Bachelors of Computer Information Systems  
2019-

**Nyahururu highway Schools**

KCSE

B-Plain

2010-2014

**Computer Lecturer**  
**Fanisi Technical Training College**  
**December 2023- February 2024**

- Prepared and delivered lessons in computer applications, programming, networking, and IT support based on the curriculum.
- Trained students in practical skills including Microsoft Office Suite, internet usage, typing, and database management.
- Taught coding languages such as HTML, CSS, Java, Python, or C++ depending on the course offered.
- Assessed student progress through assignments, exams, and practical evaluations.
- Guided students on academic and career development in the field of Information Technology.
- Maintained up-to-date knowledge of current industry trends and integrated them into teaching.
- Ensured all training materials and classroom equipment were up to standard and functioning properly.
- Managed classroom discipline, attendance, and student records.
- Provided extra support and tutoring for students needing additional help.
- Collaborated with colleagues to improve teaching strategies and share educational resources.

**Carwash Attendant and Marketing**

**Dyce Motor Spa**

**September 2023- December 2023**

- Greeted and welcomed customers warmly, explained service packages, and answered customer inquiries.
- Washed, rinsed, dried, and detailed vehicle exteriors and interiors using appropriate tools and cleaning agents.
- Vacuumed vehicle interiors, cleaned windows, polished dashboards, and removed stains from seats and carpets.
- Applied wax and protective coatings by hand or using machines, ensuring a polished, professional finish.
- Pre-inspected vehicles for damage or valuables before washing and reported findings to management.
- Maintained cleanliness and organization of the car wash facility, including the waiting area and restrooms.
- Operated automatic and manual car wash equipment, checking for proper function and performing basic troubleshooting.
- Handled cash, M-PESA, or card payments and issued receipts to customers.
- Promoted additional services (engine wash, undercarriage wash, detailing) to boost sales and customer satisfaction.
- Followed health, safety, and environmental regulations, including proper disposal of water and chemicals.
- Assisted in stock taking and restocking cleaning supplies and tools as needed.
- Provided excellent customer service, often receiving positive feedback and referrals.

# Sales Representative

## Mogo MicroFinance

April 2022 - January 2023

- Car Sales: Assisted customers in selecting and purchasing vehicles based on their needs, preferences, and budget. Provided detailed information about vehicle features, specifications, pricing, and financing options.
- Customer Relationship Management: Built and maintained strong relationships with customers, offering personalized service and ensuring a positive buying experience from initial inquiry to final purchase.
- Vehicle Demonstrations: Conducted test drives and provided customers with comprehensive demonstrations of vehicle features, technology, and safety specifications.
- Negotiation & Closing Sales: Negotiated pricing and terms with customers, ensuring a fair deal for both the company and the client. Successfully closed sales and processed paperwork for vehicle purchases.
- Logbook Loan Services: Provided information and facilitated the process of securing logbook loans, explaining terms, interest rates, and repayment schedules to potential clients.
- Loan Processing & Documentation: Assisted customers in completing loan applications, verified documentation (such as vehicle ownership), and ensured compliance with legal and financial requirements.
- Sales Targets & Reporting: Met and exceeded individual sales targets for both car sales and logbook loans. Reported daily, weekly, and monthly sales activity and performance to management.
- Post-Sale Support: Provided after-sales support, including addressing customer queries and facilitating vehicle registration and financing documentation.
- Market Research & Product Knowledge: Stayed up-to-date with market trends, competitor offerings, and new vehicle models to provide the most relevant information and competitive pricing to customers.
- Online Car Sales: Managed and responded to online inquiries and leads via the company's website and third-party platforms, ensuring timely follow-up and excellent service.
- Digital Marketing & Promotion: Assisted in creating and maintaining online vehicle listings, ensuring high-quality photos, accurate descriptions, and up-to-date pricing. Collaborated with marketing teams on social media and digital advertising to drive online sales.
- Virtual Consultations & Sales: Conducted virtual consultations with customers, answering questions, providing product demonstrations, and assisting in the online purchase process.