

Brian Kiptoo Murrey

Business Development /Sales Coordinator/ Business Manager



Contact

Doha Qatar

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Skills

- Business development and planning
- Order management
- Coaching and mentoring
- Verbal and written communication

Education

- **Bachelor of Arts : Education**
University of Nairobi - Nairobi Attained first class Honors (upper division)
- **Diploma: Business Administration**
Kenya polytechnic - Nairobi

Cashier/Sales Assistant/Customer Service

ACE HARDWARE AL-FUTTAIM GROUP

❖ 2023

- Continually sought methods for improving daily operations, communications with clients, and recordkeeping and data entry for increased efficiency.
- Surpassed team goals by partnering with colleagues to implement best practices and protocols.
- Liaised between clients and vendors and maintained effective lines of communication.
- Created and implemented standard operating procedures for records handling.
- Managed phone and email correspondence and handled incoming and outgoing mail.
- Identified and recommended changes to existing processes to improve accuracy, efficiency and quality service.
- Built and maintained excellent customer relationships through timely response to inquiries and going above and beyond to accommodate unusual requests.
- Organized logistics and materials for each meeting, arranged spaces and took detailed notes for later dissemination to key stakeholders.
- Assisted coworkers and staff members with special tasks on daily basis.
- Supported company leaders by managing budgets, scheduling appointments and organizing itinerary.
- Interacted with vendors to purchase and set up equipment and services.

Sales Supervisor

Walmart USA Minnesota

❖ **2015-2021**

- Coordinated innovative strategies to accomplish marketing objectives and boost long-term profitability.
- Developed and implemented favorable pricing structures balancing firm objectives against customer targets.
- Developed new proposals, contracts and procedures to draw in more clients and streamline work operations
- Negotiated, prepared and signed contracts with clients.
- Kept meticulous client notes and updated account information in company databases.
- Reached out to potential customers via telephone, email and in-person inquiries.
- Collected data and performed customer needs analysis as well as researched sales opportunities and possible leads to exceed sales goals and increase profits.
- Incorporated product changes into marketing messages to drive customer engagement and maximize profits while consulting with product development teams to enhance products based on customer interest data
- established relationships with key decision makers within customer's organization to promote growth and retention
- Completed and submitted monthly and yearly reports to support executive decision making.
- Partnered with business teams and IT personnel to align project goals with business strategy and define project milestones.
- Performed client research and identified opportunities for account growth, account penetration an

Sales & Customer Service

Al-Mana Fashion Group

❖ **2012-2014**

- Processed cash and card transactions using register and performed scanning and weighing functions to complete customer purchases.
- Monitored self-checkout systems and provided help in resolving complex problems.
- Answered customer inquiries and used knowledge of store layout and product content to give directions.
- Answered phone calls and returned voicemails.
- Completed accurate cash-in and cash-out procedures of computerized cash register.
- Provided exemplary customer service by addressing patron complaints and providing accurate information.
- Confirmed stock levels and expiration dates of merchandise
- Arrived on time and dressed professionally in clean company uniform

ADIDAS EMERGING MARKETS LLC. UAE

SENIOR SALES ASSOCIATE

❖ **2006-2011**

- Accurately completed charge logs and batched credit card reports at day end.
- Maintained current knowledge of store promotions and highlighted sales to customers
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Performed cash, card and check transactions to complete customer purchases
- Demonstrated product features, answered questions and redirected objections to highlight positive aspects
- Conducted inventory counts by adding each item in stock and documenting in computer system
- Used POS system to enter orders, process payments and issue receipts.
- Helped customers complete purchases, locate items and join reward programs.
- Communicated with customers and team members to solve problems
- Mentored new team members on sales software system operation.
- Oversaw weekly and seasonal merchandising and signage changes to promote specific products

