

ANNE WAIRIMU NJOROGE

SALES EXECUTIVE



✉ annewairimu820@gmail.com

☎ +97439936436

📍 Doha, Qatar

🎓 EDUCATION

Diploma in Business Management

Kirinyaga University

2014 – 2016 | Nairobi, Kenya

Kenya Secondary Education

Makuyu Girls Secondary School

2010 – 2013 | Nairobi, Kenya

🧠 SKILLS

- Customer service
- Communication Skills
- Product Knowledge
- Sales Pitching
- Negotiation Skills
- Upselling and Cross-selling
- Market Knowledge

📄 CERTIFICATES

- Kenyan Driving License
- Computer Literacy

👤 PROFILE

I am a dedicated and customer-focused Sales Executive with a strong passion for delivering exceptional service in a retail environment. I consistently assist customers in finding products, answer inquiries, and provide personalized recommendations to enhance the shopping experience. I maintain an organized and well-stocked store, ensuring shelves are replenished and displays are attractive and easy to navigate. With a keen eye for detail, I assist with inventory management, monitor stock levels, I am committed to creating a welcoming atmosphere and contributing to the store's overall success.

👜 PROFESSIONAL EXPERIENCE

White Shine Maintenance & Cleaning Company

Customer Service

06/2024 – present | Doha, Qatar

- I manage customer inquiries and provide timely, professional responses to ensure high satisfaction levels.
- I assist clients in selecting appropriate cleaning and maintenance services based on their specific needs and preferences.
- I coordinate and schedule appointments, ensuring that cleaning and maintenance services are delivered on time and according to the customer's requirements.
- I support the customer service team by providing guidance on the company's services and policies, ensuring consistent and clear communication.
- I collaborate with maintenance staff to ensure quality service delivery and troubleshoot any operational issues reported by customers.

Mambototo traders

Sales Person

01/2017 – 01/2024 | Nairobi, Kenya

- Assisted customers in selecting appropriate baby products based on their needs and preferences.
- Provided expert advice on baby care items, ensuring customers made informed purchasing decisions.
- Managed product displays, ensuring items were neatly arranged and easily accessible.
- Processed customer transactions accurately and efficiently using the POS system.
- Ensured the store environment was clean, organized, and welcoming for customers.
- Built strong customer relationships, encouraging repeat business through personalized service.