

CURRICULUM VITAE

PERSONAL INFORMATION

NAME : MERCY MUKAMI KUNG'U
GENDER : FEMALE
DATE OF BIRTH : 30TH SEP 2003
NATIONALITY : KENYAN
PASSPORT NO : AK1452902
CONTACTS : +974 50377130
EMAIL : mmukami625@gmail.com
MARITAL STATUS : SINGLE
LANGUAGES : ENGLISH, SWAHILI & BASIC KOREAN



CAREER OBJECTIVE

- To confidently and efficiently offer high quality services in line with my profession intellectually and to help my organization deliver high standards of its services.

PERSONAL QUALITIES / ATTRIBUTES

- Able to learn new skills and easily adapts to cope with various environmental conditions.
- Responsible and work with or without supervision.
- Willing to exercise my expertise in my talented fields.
- Good international skills.

Skills

- Sales & Negotiation
- Customer Service
- Product Knowledge
- Communication
- After-Sales Support
- Merchandising
- Reporting & Documentation
- Teamwork & Collaboration

WORKING EXPERIENCE

DEC2024-TODATE -SWIFT SERVE MANAGEMENT. Doha, Qatar

Position: Sales representative

Duties and responsibilities

- Welcome and engage customers warmly to create a positive shopping experience.

- Assist customers in selecting products that meet their needs, preferences, and budget.
- Provide accurate information on product prices, features, promotions, and warranties.
- Demonstrate product usage where applicable to boost customer confidence.
- Suggest complementary products and upsell higher-value items to increase sales.
- Process sales transactions quickly and accurately through POS or manual billing.
- Maintain cleanliness and order in the sales area, shelves, and displays

JUL 2023 – SEP2024: KRISTINA APPLIANCES

Position: Home Appliances Sales Representative

Duties and responsibilities

- Delivered excellent customer service by assisting clients in identifying needs and recommending suitable appliances.
- Demonstrated and explained product features, benefits, and usage to increase customer understanding and confidence.
- Consistently achieved and exceeded monthly sales targets through effective upselling, cross-selling, and closing techniques.
- Maintained up-to-date knowledge of home appliance trends, competitor products
- Handled sales transactions, warranties, and after-sales support.

JAN 2023: DIAMOND HOME DEALERS

Position: Sales representative

Duties and responsibility

- Greet and assist customers in identifying their needs.
- Demonstrate and explain product features, benefits, and usage.
- Promote and sell products to achieve daily, weekly, or monthly sales targets.
- Handle sales transactions including cash, card, or digital payments.
- Maintain product displays, ensure shelves are well-stocked and organized.
- Provide after-sales service by addressing inquiries, returns, and complaints.

EDUCATIONAL BACKGROUND

2021-2023: TASK CATERING INSTITUTE
Certificate in Housekeeping

2017-2020: MT. HOREB GIRLS HIGH SCHOOL
Kenya Certificate of Secondary Education

2008-2016: MUKINYI PRESBYTERIAN ACADEMY
Kenya Certificate of Primary Education

HOBBIES

- Traveling
- Reading
- Socializing

REFEREES
UPON REQUEST