

## CONTACT

# Nzoka William Luku

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## OBJECTIVE

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I am a highly driven recent business school graduate seeking a full-time position in finance where I can lend my knowledge of market analytics to help your organization improve profitability.

## EDUCATION

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- 2019 • **Nairobi university**  
Bachelor of commerce ( sales and marketing)
- 2015 • **Vision collage Nairobi**  
Certificate in Public accounts
- 2014 • **Pioneer school**  
Kenya Certificate of Secondary Education
- 2010 • **Newlight Junior Academy**  
Kenya Certificate of Primary Education

## SKILLS

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- Organizational skills
- Communication skills
- Problem-solving
- Time management
- Product knowledge
- Team leadership skills
- Interpersonal skills
- Flexibility

## EXPERIENCE

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March 2022 -  
November 2023

- **Sales Associate**  
Think Twice Fashion Stores / NAIROBI,KENYA

### Responsibilities:

- Serves customers by helping them select products.
- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Greets and receives customers in a welcoming manner.
- Responds to customers' questions.
- Directs customers by escorting them to racks and counters.
- Provides outstanding customer service.
- Documents sales by creating or updating customer profile records.
- Manages financial transactions.
- Processes payments by totaling purchases, processing checks, cash, and store or other credit and debit cards.
- Alerts management of potential security issues.
- Assists with inventory, including receiving and stocking merchandise.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.

May 2019 - January  
2022

- **Sales Agent (Part time)**  
General Motors/ Nairobi,Kenya

**Duties and Responsibilities:**

- Build a rapport with potential customers to improve the possibility of a sale in the future
- Maintain a customer database and communicate with them
- Assist customers with completing the relevant paperwork required for a successful sale to be processed
- Maintain reporting structures and recording sales and inventory on our CRM software
- Collaborate with team members to reach sales targets
- Assist with the set up of showroom and promotional displays.

2017 - 2019

- **Sales Representative**

Toy market (Nairobi Kenya).

**Duties and Responsibilities:**

- Open and prepare Kids Club for daily activities.
- Responsible to do the opening and closing of Kids Club
- Greet guests immediately with a sincere and friendly welcome
- Maintain cleanliness of kids club
- Undertakes to maintain qualifications as deemed necessary by the Hotel, ensures the safe management of the kids club environment
- Ensure safety & security of child within confined area
- To ensure the smooth and efficient operation of the outlet
- Work on designated area as assigned 2-4 or 5-12 age group, reception or baby administration, Birthdays, Parties and Events
- To make initial contact with guest immediately and to bid guest farewell and hope to see them soon(Brand standards)
- Follow kids club Operation Childcare Standards, Policies procedures and Health guidelines

**LANGUAGES**

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- English
- Swahili

**REFERENCE**

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- Reference upon request -