



Moses Ngeno

PROFESSIONAL SUMMARY

Brand Ambassador dedicated to driving awareness and promoting market growth. Experienced in researching, hosting and coordinating marketing events. Skilled in helping customers find desirable products and boosting sales.

WORK HISTORY

Sales Associate

01/2018 - 09/2021

Mr. Price Fashion House - Nairobi, Kenya

- Explained product benefits maximising customer engagement while driving sales - Operated cash registers with accuracy and processed cash and card transactions
- Guaranteed high levels of customer satisfaction through product knowledge and attentive service
- Prepared products for sales floor, steaming and presenting items immaculately for appealing displays
- Resolved customer complaints and process issues with proactive problem- solving skills
- Monitored display stock levels, replenishing for consistently well-stocked sales floor
- Analysed sales to identify top-performing products.

Human Resource Assistant

01/2015 - 01/2018

Simlaw Seeds Company LTD - Nairobi, Kenya

- Handled day-to-day HR processes such as payroll and medical claims with accuracy and efficiency
- Prepared monthly, weekly and daily logs using Microsoft Excel and Office.
- Identified knowledge deficiencies and implemented customer service
- Maintained and scheduled complex calendars.
- Clearly communicated and enforced HR policies to team members, cultivating compliant and satisfied workforce.

EDUCATION

Bachelor of Arts: Journalism and Media studies, 12/2017

The University Of Nairobi - Nairobi

Certificate of Higher Education: Computer Applications, 04/2013

Institute of Business And Applied - Nairobi

A-Levels: Entrepreneurship , 12/2012

Nkoma High School - Kampala

Certificate of Higher Education, 12/2010

Nairobi School - Nairobi

CONTACT

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SKILLS

- Salesforce CRM proficiency
- Customer service oriented
- Cash management
- Sales report creating
- Fashion and styling expertise
- Excel to develop inventory tracking
- Retail merchandising expertise
- Outgoing and enthusiastic