

Deborah Mutheu

SALES MANAGER

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Niagara , ON L2G 1S7

Highly motivated team player with a track record of achieving and exceeding sales goals. Possesses excellent communication, organizational and motivational skills. Experienced in developing business strategies and leading teams to successful outcomes. Hard-working professional with experience in consultative sales, customer loyalty, and contract negotiation & management. Frequently praised as proactive by peers, I can be relied upon to help your team achieve its goals.

SKILLS

- Market Research
- Sales Process
- Persuasive Negotiations
- CRM Software
- Direct Sales

EXPERIENCE

SALES MANAGER

PeculiarMarc Ventures Limited

Nairobi

March 2019 - November 2023

- Managed customer accounts and customer relationships.
- Established relationships with key customers, providing personalized service and support.
- Provided coaching and feedback to staff on an ongoing basis in order to improve job performance.
- Held daily check-ins with team members to set objectives and monitor progress.
- Analyzed sales data to identify trends and make recommendations for improvement.
- Interfaced directly with customers when necessary in order to resolve issues quickly and efficiently.
- Conducted regular training sessions with sales team members to ensure effective sales techniques were used.
- Monitored competitor activity to stay ahead of the competition in terms of products, services, and pricing.
- Participated in customer meetings and worked closely with team to resolve customer satisfaction issues.
- Identified potential new markets for products and services offered by the organization.
- Traveled for in-person meetings with customers and partners, developing key relationships.
- Negotiated contracts with vendors to achieve optimal pricing and discounts for clients.
- Implemented customer loyalty programs to increase customer retention.
- Provided feedback gathered through field activity to executive leadership, helping inform future of strategy.
- Implemented new processes and procedures designed to streamline operations while improving customer satisfaction scores.

PERSONAL SUPPORT WORKER

Nairobi Womens Hospital

Nairobi

May 2023 - July 2023

- Assisted residents in and out of bed and wheelchairs, using safe lifting and transferring techniques.

- Developed strong interpersonal skills through providing compassionate care to clients.
- Assisted residents in activities of daily living to maintain health and dignity.
- Proficient in providing personal care such as bathing, dressing, grooming and toileting.
- Engaged clients through conversation and companionship, promoting independence and meeting social requirements.
- Expertise in assisting with activities of daily living including meal preparation, medication reminders, errands and light housekeeping duties.
- Knowledgeable about handling emergency situations effectively while maintaining composure under pressure.
- Responded to resident dining needs and assisted with feeding.
- Provided proper care and observation of patient's skin to prevent breakdown.
- Reported health changes and provided proper documentation to appropriate staff.
- Skilled at creating a safe environment for clients by monitoring changes in physical or mental health status.
- Demonstrated ability to provide emotional support and guidance for individuals in need.
- Experienced in following safety procedures when transferring patients from bed to wheelchair or other equipment.
- Worked in cooperation with family and outside providers to meet physical and emotional needs of patient.
- Able to perform range of motion exercises, transfer techniques and other therapeutic treatments as prescribed by physician and nurse practitioner.
- Protected health information according to HIPAA policies and procedures.
- Helped patients move in and out of beds, baths and wheelchairs.
- Established personal relationships with clients to maintain patient comfort and care.
- Administered bedside and personal care, such as ambulation, and personal hygiene assistance.
- Served clients regular balanced meals for breakfast, lunch and dinner.

AIR CARGO HANDLER

AeroGlobal

Nairobi

January 2018 - December 2019

- Assisted in unloading incoming freight from aircrafts using specialized tools and techniques.
- Performed daily maintenance checks on equipment according to company guidelines.
- Processed paperwork related to shipping including bills of lading, manifests, invoices.
- Managed orders by verifying quantity, weight, size, type of product being shipped.
- Collaborated with other departments within organization to ensure timely delivery of goods.
- Tracked stock levels throughout the warehouse ensuring adequate supplies are available at all times.
- Utilized problem-solving skills to identify solutions during unexpected delays or malfunctions in the process.
- Communicated effectively with customers regarding delivery status updates as needed.
- Maintained records of shipments received and dispatched via computer database system.
- Ensured compliance with FAA regulations when preparing shipments for air transport.
- Provided customer service support related to order fulfillment inquiries.
- Verified load against shipping papers, noting in writing any overages, shortages or damages.
- Monitored quality control standards throughout the loading and unloading process adhering strictly to safety regulations.
- Performed quality control checks on products prior to shipment.
- Inspected incoming shipments for accuracy against the bill of lading.
- Prepared detailed inventory reports for management review.
- Assembled shipping crates in accordance with customer specifications.

EDUCATION

CERTIFICATE IN PERSONAL SUPPORT WORKER

Dignified Care Kenya, **Nairobi**

Jul 2023

CERTIFICATE IN CUSTOMER SERVICE REPRESENTATIVE

Kenya Institute Of Management, **Nairobi**

Sep 2021

DIPLOMA IN IATA DANGEROUS GOODS REGULATION

East Africa School Of Aviation, **Nairobi**

Sep 2016

DIPLOMA IN AIR CARGO MANAGEMENT

East Africa School of Aviation, **Nairobi**

Sep 2015

PROGRAMME IN ICDL

KCA University , **Nairobi**

Jul 2014

CERTIFICATIONS

- IATA Dangerous Goods Regulations-Montreal
Canada

LANGUAGES

- **French**
Beginner
Elementary School
- **English**
Advanced

REFERENCES

References available upon request