



# THOMAS W. NDICHU.

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Dubai, UAE

Dear Hiring Manager,

**REF: JOB APPLICATION – COUNTER SALES MAN POSITION.**

Dear hiring manager,

I am writing in response to your advertisement for the position of counter Sales man, and would like to submit my resume for the position. With over 4 years of experience in my local country in sales and a 2-years in Sales and Customer service here UAE, I believe I have all the capabilities required for becoming an integral part of your sales team.

In my current position as a Sales Executive, I am responsible for generating sales, maintaining outstanding customer service, merchandising products, and supporting the in-house store management team.

My major responsibilities include the following:

- Ensuring each customer receives quality service
- Maintaining awareness of all advertisements and promotions
- Executing the daily day-to-day goals and priorities set by the management
- Upholding the store's high cleanliness standards
- Participating in the processing of new shipments tracking follow ups.
- Assisting the warehouse team in keeping the stock receiving area and the back stock area organized and clean
- Assisting in training, monitoring, and development of new recruits
- Ensuring compliance to safety policy defined by the store management team
- Assisting customers in locating items and answering their queries related to products sold in the store
- Providing information to customers on store's procedures and policies

Conscious of customers' needs, I always strive to provide them with prompt and high-quality service. On numerous occasions, I have received recognition from the management for my ability to go out of the way to serve customers better. I possess excellent listening and oral communication skills, two qualities that I believe are paramount for this job.

My resume, attached with this application, highlights my professional skills, achievements, and qualifications in greater detail. I hope you will grant me an opportunity to meet you in person to discuss my application further.

Yours Sincerely,

**Thomas W. Ndichu.**



# THOMAS W. NDICHU.

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## OBJECTIVE

Thorough Service Technician with a commitment to superior service. Driven to consistently contribute value through impeccable work ethic and unending quest to achieve new service skills. Experience managing a high volume of service calls while maintaining quality and efficiency. Highly motivated Sales Associate with extensive Customer service and sales experience.

## EXPERIENCE

2022 -  
To date

### ♦ SALES EXECUTIVE.

JABAL ALSAFA COMPUTER DEVICES TRADING.

- Collaborate with team members to achieve better results
- Gather feedback from customers or prospects and share it with internal teams
- Conducts market research to identify selling possibilities and evaluate customer needs
- Actively seek out new sales opportunities through cold calling, networking, and social media
- Set up meetings with potential clients and listen to their wishes and concerns
- Prepare and deliver appropriate presentations on products and services to ensure the availability of stock for sales and demonstrations
- Negotiate / close deals and handle complaints or objections

### MOTOR CARS AND SPARES SALES MAN FLAME TREE MOTOS

2019-  
2022

- Assist customers with selecting and identifying parts needed for a project
  - Pull parts from the warehouse and order any parts not found in the supply room
  - Supply service technicians with parts as requested
- Verify shipments against receipts
  - Replenish inventory on a daily basis
  - Provide advice to customers about the right type of parts that they need
- Excellent familiarity with the automobiles industry
  - Exceptional knowledge of auto parts and alternatives that may be used in place of
  - Ability to read, comprehend and carry out complex instructions
  - Well-honed customer service skills
- Good physical dexterity

### ♦ COMPUTER MAINTENANCE TECHNICIAN.

SEACOM WORLD SYSTEM, KENYA.

2015 –  
2018

- Tested and installed motherboards, processors, and graphics cards on desktops and laptops for corporate staff.
- Used diagnostic tools to identify hardware failures and replace non-functional components.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Linked computers to a network and peripheral equipment.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Performed installation, maintenance, and repair for complex internal computer hardware and various software applications.
- Explained diagnostic findings to customers and outlined repair or service options.
- Generated reports for customer service issues and repair records.

2013 –  
2018

COMPUTER SALES ASSOCIATE.

DELUXE INKS, KENYA

- Maintained awareness and kept abreast of constantly changing software, hardware systems, and peripherals.
- Delivered the lowest computer department return rate by satisfying the customer's needs right the first time and by following up after the sale.
- Assisted co-workers with sales performance and use the team's collective knowledge to further improve the shopper's experience without store.
- Convinced customers to purchase certain promoted products by marketing the item's strengths and benefits.
- Provided insightful opinions and alternatives for their personal needs
- Gained more experience in other fields of technology by assisting other departments
- Redesigned and planned the layout of the store
- Created or leveraged marketing tools, coordinated marketing events, and managed leads for sales teams.
- Acted as the primary contact for customer inquiries, issues, and problems.

EDUCATION

- ◆ Information Technology - Diploma
- ◆ Computer Programming - Introduction
- ◆ Computer Fundamentals, Hardware & Software's.
- ◆ Kenya Certificate of Secondary Education  
St. APOLONONUHS SECONDARY SCHOOL.

SKILLS

Stocking and Replenishing



Point of Sale Knowledge.



Merchandising Knowledge.



Exceptional Customer Service.



Product and Service Sales



ACHIEVEMENTS & AWARDS

- ◆ Salesman of the Year - Met all 3 Quota requirements (insurance, profit, installations) by growing a list of regular customers and satisfying the needs of walk-ins.

PERSONAL DETAILS

- ◆ Nationality: Kenyan
- ◆ Languages: English, Swahili and Arabic - Fluent.
- ◆ Visa Status: Employment Visa