 **PROFILE**

**TONY LUKAS MWANGAI NJAGI**

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##  EXPERTISE AND SKILLS

Ability to interact effectively with people at various social levels and across diverse cultures.

Excellent communication and customer service skills to ensure that customers feel comfortable and are able to make an informed purchase.

Excellent listening skills, which are essential for understanding what a client wants and ensuring she or he is pleased with the ﬁnal result.

Physical stamina necessary for comfortably standing on my feet for long periods of time.leasant and friendly demeanor makes it easy for clients to feel at ease around me as I build and maintain my professional relationships with them. Always having a neat and professional appearance; Can operate on an “on-call basis”.

Able to convey information clearly to members of the public. Ability to work

Conﬁdent and capable sales manager with more than 4 years of experience in professional sales. I have the necessary experience and skills to lead a sales team and oversee all customer interactions, manage individual accounts and build relationships with clients. History of making sales and going on sales trips and perfectly comfortable interacting with potential clients. A candidate who combines a strong attention to detail with a high level of commitment, loyalty, and dedication.

Dedicated car sales professional with more than 5 years of experience in both new and pre-owned vehicles. Extensive knowledge of cars, including a diverse range of makes and models. Skilled negotiator who continually transforms leads into customer sales, including walk-ins and ecommerce prospects. Professional team player willing to assist team members in making sales to reach the business goals of the dealership. Excellent customer service skills to make buying cars an easier experience for the customers.

#  PERSONAL PROFILE

Date of Birth : 17/1/1984

Nationality : Kenyan

Known Languages : English,Swahili,Arabic

#  CAREER OBJECTIVE

To utilize my ability, acquired knowledge and learned skills to set an uncontested track record in my area of expertise upholding high levels of integrity, discipline and accountability. Loyalty and dedication to the organization ethics and goals are my strongest forte

#  EDUCATION

**Kenya Certiﬁcate of Secondary Education**

2000-2003

### City Driving School

License Heavy Vehicles 2005

Universal Group of College 2005-2006

### Rhamex College

under pressure amid distractions and interruptions.

Keen to learn new skills. Great with people at all levels.

Physically ﬁt and able to kneel, lift, push and pull. Able to work a flexible schedule, including evenings, weekends and holidays. Willing to work overtime without advance notice.

Excellent math, money handling, reading skills.

Reporting: vulnerability Assessment

 **INTERESTS**

Travelling and Swimming Listening to Music Caregiving/Volunteering Reading

##  REFERENCE

**Available upon request - ""**

Sales and Marketing 2006

### Nairobi Institute of Business Studies

Certiﬁcate in Hotel Management 2007

### Ministry of Interior General Directorate of Civil Defense Bahrain

Fire ﬁghting and Safety course 2015

#  EXPERIENCE

### Sales and Customer service supervisor at Ireke Trading Company from 2005 to 2007

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* Serves customers by providing product and service information; resolving product and service problems.
* Attracts potential customers by answering product and service questions; suggesting information about other products and services
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains ﬁnancial accounts by processing customer

Adjustments. Recommends potential products or services to management by collecting customer information and analyzing customer needs. Prepares product or service reports by collecting and analyzing customer information. Contributes to team effort by accomplishing related results as needed

### Bomas Motors

Sales Man from 2008 to 2010

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* Greetings and welcoming the customer and be available to answer any questions they may have.
* Explaining the various cars we have and adequate knowledge about them
* Open and close cash register, performing tasks such as counting money, separating coupons and vouchers.
* Keep a clean and safe working environment and optimize space utilization
* Maintaining records related to sales Taking customer out for a test drive
* Ensure adequate record keeping and manage all documentation to conﬁrm proper maintain inventory control
* Negotiating car price and trade in values with the customer

### Centre point Bahrain from 2011 to 2013

Sales representative

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### 20 car rentals Bahrain from 2013 to 2015

Customer service/ leasing agent

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* Greeting customers and determine the nature of their visit in a friendly and professional manner.
* Communicate to customers on arrival to rent a car
	+ Directs customers to the correct department, notiﬁes the appropriate person a customer is waiting, and introduces the customer to appropriate person.
	+ Answers quickly and tracks incoming phone calls. Directs caller to appropriate department or individual or takes a thorough message and communicates messages to the appropriate parties in a timely manner.
	+ Enters data into tracking system and runs prospect reports for the managers

To review on a weekly basis.

* + Leasing cars to the clients
	+ Dropping clients and picking them after and before car rental services.
	+ Airport service.

**Head of Patrolling/CCTV Operator at Reef Facility Management Reef Island2016 to 2019**

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■Ensuring all the safety measures are observed in the Island.

■Checking all security station are covered and under control.

■ escorting the VIPS in and out of the Island

■Monitoring all the firefighting and safety equipment’s and making sure they are

Serviced on time

■Training new staff and briefing them about their duties and responsibilities in

The Island.

■Overall oversight operation in control room where operations of CCTV cameras

Are controlled.

Investigating and tracking car movements by CCTV if required by management

■Coordinating with management and Authority if major issues arise behold my

Control

#  KEY COMPETENCIES

Time management and organization/Customer service Oral and written communication skills.

The ability to be skillful and quick with hands (manual dexterity)

Strong customer service skills, including assessing customer needs, adhering to quality standards, evaluating customer satisfaction, and making the proper adjustments or corrections.

Excellent active listening skills and ability to give my complete attention to patrons during busy times.

Dealing with people politely but in a authoritative manner. Well groomed, disciplined and honest at all times

Fine attention to detail where mistakes or other discrepancies are spotted. Ability to work independently, meet deadlines and obtain results

A demonstrable ability to work in a challenging environment with a multinational workforce

A "Can Do" attitude; Ability to multi-task in a demanding environment; Ability to relate without fear.

#  DECLARATION

I declare that information given is true and is within my knowledge