

DENNIS ONYIEGO

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PROFESSIONAL SUMMARY

Results-focused sales and marketing leader, ambitious to drive substantial revenue and profits through proactive strategies. Brings a multifaceted approach involving competitor research, innovative promotional strategies, and continuous optimization to exceed expectations. Continuously seeks out opportunities in market gaps and customer trends.

SKILLS

- B2B sales
- Marketing strategy
- Territory and account management
- Customer rapport
- Sales and market development
- Sales expertise
- Sales process

WORK HISTORY

SALES MANAGER Premier Realty Limited April 2023

- Liaised with potential customers to determine needs and provide recommendations.
- Maintained friendly and professional customer interactions.
- Educated customers on available processes and services to increase sales.
- Created and directed sales training and development courses to enhance team skills and performance.
- Mentored employees in successful selling techniques and encouraged cross-selling of additional products and services.

- Boosted team morale and overall sales volume by creating incentivizing sales contests.
- Utilised CRM software to track sales performance, and customer interactions, and forecast future sales trends.
- Analysed market trends and customer needs to inform product development and positioning.
- Led sales team toward achieving quarterly targets through strategic planning and effective resource allocation.
- Oversaw after-sales support services, ensuring high levels of customer satisfaction and repeat business.
- Coordinated with the marketing department to create compelling sales campaigns and promotional activities.
- Developed and implemented innovative sales strategies, increasing market share and profitability.

Virtual Customer Service Representative| Universal business systems& ASAP tickets

March 2022 – Feb 2023

- Answered live online chats to give quick answers and solve problems faster.
- Resolved customer complaints by determining the cause of the problem, selecting the best solution, and expediting correction or adjustment.
- Effective liaison between customers and internal departments.
- Promoted available products and services to customers during service, account management, and order calls.
- Entered orders into the CMS computer database system.
- Troubleshoot and resolved online ordering issues and concerns to promote a seamless ordering process for customers.
- Maintained a positive and professional attitude toward customers to foster positive experiences resulting in repeat online purchases.
- Documented and updated customer records in CMS to record interactions and facilitate follow-up.
- Followed up with online price quotes via email and phone to answer questions and close sales.
- Helped customers navigate the website to order Plane tickets online for added convenience and access to a larger inventory.
- Processed orders, monitored back orders, invoiced, and followed shipping procedures to expedite the online ordering process.
- Assisted clients with product questions to facilitate the online ordering process.
- Delivered prompt service to prioritize customer needs.
- Maintained up-to-date knowledge of product and service changes.
- Answered an average of 100 calls and emails per day, addressing customer inquiries, solving problems, and providing product information.

REAL ESTATE CONSULTANT

Acorn Holdings

03/2021 - 03/2022

- Created business plan and identified target customers by interacting on the phone and in person, handling basic inquiries, and providing quotes.
- Met with clients to discuss assets, expenses, and long-term and short-term investment goals to devise personalized financial plans.
- Helped individuals and families build and execute wealth management strategies based on unique goals and objectives.
- Developed personal rapport with each client to maintain customer loyalty and establish long-term accounts.
- Delivered strategic investment advice for individual and corporate clients.
- Worked with clients to support understanding of rationale and details of financial strategies.
- Facilitated new client onboarding process and investment account setup.
- Assisted clients with preparing financial plans, conducting investment research, and completing trades and transactions to assess and meet financial goals.
- Performed due diligence and valuation processes.
- Educated clients on various financial matters and provided professional recommendations on investment opportunities, products, and services based on individual needs.
- Kept client financial plans optimized for current market trends and economic conditions.
- Assisted clients in making beneficial and strategic decisions regarding investments, low-cash financing, and sourcing overseas partners.

REAL ESTATE CONSULTANT

Ameey Homes

01/2019 - 02/2021

- Generated leads for sales and rental properties through cold calls and referrals.
- Liaised between buyers and sellers to provide positive experiences for both parties.
- Sold a high volume of properties in short timeframes to exceed quotas and maximize business revenue.
- Managed contracts, negotiations, and all aspects of sales to finalize purchases and exceed customer expectations.
- Negotiated, facilitated, and managed real estate transactions.
- Developed and maintained relationships with clients through networking, and cold calling.
- Researched commercial and residential real estate deals.
- Informed home buyers of sales and construction processes.
- Wrote listing detailing and professionally highlighted property features to increase sales chances.
- Worked closely with clients to facilitate appropriate loans and mortgages.
- Advertised client properties through websites, social media, and real estate guides.
- Reviewed market research data and changed sales plans accordingly.
- Assisted clients in financial planning for purchases.
- Maintained connections with clients to encourage repeat business and referrals.
- Maintained inventories and records of sales collaterals and closings.
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DIGITAL MARKETER

X-TIGI Mobile

10/2017 - 11/2018

- Managed marketing campaigns to cultivate brand awareness and drive website traffic.
- Drove email acquisition and marketing campaigns to support key business initiatives across account management, new business development, and customer experience.
- Masterminded highly successful digital strategies for various platforms to attract customer engagement.
- Spearheaded client meetings to determine project needs and professional requirements and identify the correct course of action to enhance client success.
- Administered marketing calendar and posted new content to coincide with new product and service releases.
- Measured and reported the performance of all digital marketing campaigns, and assessed them against long-term ROI and KPIs.
- Developed personal rapport with each client to maintain customer loyalty and establish long-term ROI and KPIs.
- Collaborated with internal departments to build digital experiences and achieve marketing goals.
- Identified growth opportunities and developed initiatives to increase market share.
- Created social media content with consistent content and tone.
- Monitored and optimized advertising campaigns using Google, Facebook, and Instagram.
- Tracked and capitalized on emerging industry trends to boost campaign performance.
- Provided weekly updates on digital marketing campaigns to clients, discussing strategic initiatives and methods for improvement.

PRODUCT CONSULTANT

Infinix Mobile

09/2013 - 07/2017

- Demonstrated products to help customers try out offerings before making purchases.
- Assisted customers with product needs and introduced new store offerings.
- Established long-term customer relationships by using effective communication and active listening skills.
- Compiled and analyzed customer data and reports to prepare for on-site engagements.
- Worked directly with stakeholders and customers to understand the competitive landscape.
- Helped identify product gaps and opportunities to improve product position in the market.
- Reached out to customers after completed sales to suggest additional service or product purchases.
- Attended training and workshops to learn about new products and then shared this information with customers.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.
- Welcomed, greeted, and assisted guests in high-traffic stores, generating revenue in business.
- Recommended products to customers, thoroughly explaining details. Surpassed sales goals through the implementation of effective marketing strategies.
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EDUCATION

Diploma in Business Management

ADDITIONAL INFORMATION

REFEREES

Donald Kimathi
Acorn holdings

Vuka investment club
General manager
0722809786

Hillary Ngaria
Infinix mobile

Regional manager
0726526608

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