

Kumbirai ST Maganga

2721 Neil's Way Bluff-Hill Westgate
Harare, Zimbabwe

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PROFESSIONAL SUMMARY

An experienced sales professional with a successful background in driving client acquisition strategies. Over the course of my career, I have consistently delivered impressive results, contributing to the growth of the business. My key strengths lie in strategic mindset, negotiation abilities and a genuine talent for cultivating and nurturing client relationships.

SKILLS

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|--|---------------------------------------|
| ● Critical thinker and a quick learner | Customer Service |
| ● Confident and attentive | Critical thinking and problem solving |
| ● Compassionate and creative | Communication skills |

WORK HISTORY

October 2022 to Present

Sales and Client Acquisition

Electro X Zimbabwe - Harare, Zimbabwe

- Developed and implemented a new sales strategy that increased customer acquisition by 56%
- Analyzed customer feedback and trends to create actions plans that improved customer service standards
- Creating storyboards and concept maps
- Researching industry-specific trends and current events

Feb 2014 to Present

Sound Engineer

Faith Ministries Westgate, Zimbabwe

- Troubleshoot and repaired complex audio systems in a timely manner, resulting in minimal downtime
- Utilized cutting-edge technologies and techniques to create innovative soundscapes
- Working closely with the sound team to make, create and manage sound quality output
- Monitoring audience engagement

Jan 2021 to Oct 2021

Customer Service Representative

Econet, Zimbabwe

- Receiving and making high volume calls from and to customers.
- Understanding customer needs and complaints, and offering the best possible solution.
- Transferring and escalating calls to the appropriate department if needed.

EDUCATION

June 2022 to May 2022 **Care Certificate – (Standards 1 to 15)**

Caredemy - United Kingdom

Feb 2013 to June 2017 **Ordinary Level Certificate**

St Johns Emerald Hill - Zimbabwe, Harare