

Kondwelani Sakala

Contact Information

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Professional Summary

Results-driven sales professional with over 8 years of experience in retail and mobile phone sales. Strong communication skills developed through extensive face-to-face and telephone interactions, effectively handling customer queries and complaints. Proven ability to increase sales performance, improve customer service, and manage teams successfully.

Work Experience

- 1 Salesperson – Infinix Mobile (2 years)
- 2 Promoted and sold mobile devices, achieving consistent sales growth.
- 1 Store Manager – Phone Shop (3 years)
- 2 Managed a team of 3 staff members.
- 3 Improved customer service and client satisfaction.
- 4 Increased sales and promoted latest gadgets.
- 5 Boosted social media engagement by 27%.

Education

- 1 Chikola High School – Grade 8 to Grade 12 (2008–2012)
- 2 Nakatindi Basic School – Grade 1 to Grade 7 (2001–2007)

Skills

- 1 Team Management
- 2 Sales & Customer Service
- 3 Retail Operations
- 4 Customer Communication

Achievements

- 1 Increased sales by 62%