

Kundai Manyame-Couve

Address Midrand, GP 1686

Phone +27 62 0146 720

E-mail kmanyame@yahoo.com

LinkedIn <https://www.linkedin.com/in/kundai-couve-a2802153/>

Skilled and dependable candidate with years of experience with customer relationships and focus on maximizing sales. Consistent in delivering results and continually aiming to improve the company's relations with the clients. Eager to take on roles that are challenging on a professional level and allow one to showcase skills and forward-thinking approach.

Work History

2020-04 - 2021-05

Velocity Account Manager

Westcon-Comstor, Midrand

- Oversaw new business development to generate sales leads, negotiate client pricing and forecast revenue for South Africa and Botswana Partners. Assisted existing customers and prospects to discuss business needs and recommend optimal solutions.
- Educated clients on new products or services to increase customer engagement with brand.
- Built and strengthened long-lasting client relationships based on accurate price quotes and customer-centric terms.

2014-01 - 2020-03

Account Manager

Westcon Group-Westcon Namibia , Windhoek

- Focus on Namibia customer relationships and ensure retention programs are in place while widening product line or recruiting new clients.
- Managed major key accounts with relevant products and assisting partners in getting skilled up.
- Operating as lead point of contact and delivering solutions.

2013-01 - 2014-01

Distribution Channel Manager

Westcon Africa

- Developing business for SADC, focused on customer relationships, ensure retention programs are in place while widening the product line or recruitment of new clients.
- Main point of contact for all partners and vendors in relation to the company, ensuring every aspect of the structure and strategy results in the effective and efficient delivery of products and services to customers.
- Identified issues, analyzed information and provided solutions to problems.
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.

2012-01 - 2013-01

Sales Representative

Orange IT Solutions CC, Namibia

- Responsible for sales activities: management of current customers, development of client and supplier's base, technical support services, financial planning and bookkeeping activities.

- Retained excellent client satisfaction ratings through outstanding service delivery.
- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.
- Developed and maintained comprehensive understanding of products, services and competitors to enhance sales presentations.

2010-01 - 2011-01

Assistant IT Technician-Intern

Computer Network Development, Namibia

In charge of assisting technicians in resolving computer issues (hardware and software) and of working on various networking projects.

2008-01 - 2008-06

Internship Student

Copy Zone, Namibia

- 6-month internship from January to June; In charge of repairing computers and daily operations of the internet café
- Interacted with customers by phone, email, or in-person to provide information.

Education

2020-01 - 2020-01

Digital Marketing

University of Cape Town -Gaitsmarter - South Africa

Introduction to Digital Marketing
 Website design and development
 Web analytics
 Search Engine Optimisation (SEO)
 Online copywriting
 Online advertising and PPC
 Social media and web PR
 Email marketing
 Mobile marketing
 Digital marketing strategy

2017-01 - 2018-01

Business Management

Regent Business School, Post Graduate Diploma in Management - South Africa

Operations and Innovations Management
 General Management
 Marketing Management
 Financial Management
 Business Research
 Economics

2009-01 - 2012-01

Information Technology

Polytechnic of Namibia Now Namibia University of Science And Technology, Bachelors of Information Technology: Systems Administration And Networks - Namibia

Systems Administration
 Professional Communication

Project Management
Database Programming and Administration
Computer Forensics
Management Information Systems

2008-01 - 2008-12

Information Technology

Polytechnic of Namibia Now Namibia University of Science And Technology, National Diploma - Namibia

Information Technology

Information Technology

Institute of Information Technology, Microsoft Certified IT Professional - Namibia

Windows 7

Windows Server 2008 Active Directory Configuration

Windows Server 2008 Network Infrastructure Configuration

Windows Server 2008 Applications Infrastructure Configuration

Windows Server 2008 Enterprise Administrator

Skills

Computers	<div><div></div></div>	Advanced
Communication (Written & Verbal)	<div><div></div></div>	Upper intermediate
Adaptability	<div><div></div></div>	Advanced
Proficient at Client Retention	<div><div></div></div>	Advanced
Teamwork or Collaborative Work	<div><div></div></div>	Upper intermediate
Research	<div><div></div></div>	Upper intermediate

Achievements

Westcon-Cisco

Cisco Wish You Were Here WYWH - Seychelles 2015

Westcon-Cisco

Cisco Distribution Champions Club-Mauritius 2018

Westcon-Comstor

Comstor Cup- Italy 2019