

# Ona Muho

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## Highlight of Skills

- Over 6 years of experience in the service and sales industry.
- Strong written and verbal communication.
- Skilled in building positive client relationships.
- Motivated, positive, and highly enthusiastic.
- Detail-oriented with excellent time management and organizational skills.
- Effective under pressure and with minimal supervision.
- Solution-focused and goal-oriented.
- Proficient in Microsoft Office.

## Work Experience

### **Team Lead**

**May 2024 - Present**

LUMI Renewables, Calgary, AB

- Managed a team of sales representatives by providing daily communication and support.
- Scheduled weekly trainings, client meetings, and site assessments efficiently.
- Multi-tasked between customer service, employee management, and operational tasks in a fast-paced environment.
- Evaluated team submitted leads to ensure all qualifying criteria was met.
- Conducted in-home assessments, including taking photographs, recording detailed descriptions, and surveying homeowners.
- Acknowledged client concerns and provided tailored solutions based of their circumstances.

### **Sales Development Representative**

**September 2023 – May 2024**

Firefly Solar, Calgary, AB

- Built and maintained strong relationships by effectively communicating with new and existing clients.
- Presented and demonstrated company products and services, highlighting their benefits and value.
- Negotiated and closed sales deals successfully.
- Maintained accurate and detailed records of sales activities and client interactions using a CRM system.
- Collaborated with the sales team and other departments to ensure a seamless customer experience.

**Front Office Sales****November 2021 – July 2023**

Anytime Fitness West Springs, Calgary, AB

- Followed up with prospects through calls and emails, resulting in new memberships and renewals.
- Conducted engaging and efficient facility tours, highlighting club details and amenities.
- Clearly explained membership contracts to potential clients.
- Cultivated strong client relationships and created a welcoming and safe atmosphere for all members.
- Addressed member concerns with empathy and resolved issues promptly.
- Managed and organized all paperwork efficiently.

**Receptionist****March 2018 – November 2021**

Angles Hair and Aesthetics Westbrook, Calgary, AB

- Provided outstanding customer service by creating a friendly environment and offering strong product knowledge.
- Increased store sales by recommending products based on client needs.
- Managed appointment bookings, phone calls, and inventory reports efficiently.
- Processed sales transactions accurately while minimizing errors.
- Provided quality shop support, including facility cleaning and maintenance.

**Education****AIC Real Estate Appraisal****January 2023 - Present**

University of British Columbia

**Bachelor of Arts****September 2017 – April 2022**

University of Calgary

- Major in Communication and Culture with a minor in Economics