



Mbachii Mwanza

mbachimm@gmail.com | 0450 881 736

Work Experience

JB Hi-Fi

Aug 2022 - Present

Sales Representative

- Drive high-volume IT product sales in a commission-based environment, consistently maintaining 95%+ customer satisfaction.
- Design and execute seasonal promotions, boosting sales quotas by over 20% year-on-year (2022–2024).
- Recognised with 10+ “Outstanding Sales” awards for ranking top 3 across 7 high-performing stores in NSW stores.
- Revamped approach to selling underperforming SIM plans by integrating them into bundle deals, leading to a 2x increase in uptake and contributing to store targets.

Pack & Send

Mar 2020 - Jan 2022

Postal Service Officer/IT Admin

- Managed in-person and phone-based transactions, to streamline domestic and international shipping solutions, ensuring accuracy and efficiency in every transaction.
- Oversaw database accuracy and conducted quality checks across domestic/international freight.
- Trained and mentored a 5-member team in sales procedures and database usage, helping to embed consistency and improve operational workflows across the branch.
- Fulfilled warehousing duties including packing, indexing, and order processing.

Education

University of Technology Sydney

2022

Bachelor of Business

Major: Management

Bachelor of Science in Information Technology

Major: Information Systems Management