

## CORE SKILLS & EXPERIENCE

With a proven track record achieving targets within challenging operational and sales environments through leadership and effective communication. Building, developing and fostering excellent working relationships with customers and colleagues ensuring exemplary standards are achieved and maintained, providing the ultimate customer experience and promoting the companies full range of document management solutions.

I also have experience in –

- Appraisal & disciplinary procedures
- Recruitment & selection
- Setting, monitoring and achieving targets / KPI
- Setting and implementing Business Plan objectives
- Producing & presenting management information
- Managing Health & Safety
- Achieving sales targets
- Building and managing sales pipelines And the following

Skills –

- Tuned skills in Presenting & Communicating at all levels
- Strong negotiating and influencing skills
- Excellent attention to detail
- Highly motivated and creative
- Excellent customer management skills
- Strong team player with ability to work alone using own initiative
- Excellent spoken & written communication skills
- Strong I.T Skills Inc. data reporting / analysing data
- First-rate organising and prioritising skills
- Strong leadership / people management skills
- Good business sense and the ability to work within budget
- Excellent organisational and product awareness

## EMPLOYMENT

### 2005 - Present EXAMPLE EMPLOYER

#### January 2015 – Present BDM

Managing a portfolio of 70 customers, from both the private and public sector, to drive new revenue opportunities

- Focused on delivering additional revenue from existing and new logo organisations
- Responsible for delivering £1 million, through the till revenue, from both existing and new logo customers annually.
- Identifying market sweet spots, arranging face to face meetings and selling the full range of Business Solutions products
- Managing and writing tenders to acquire new business
- Managing virtual teams to achieve tender and proposal submission deadlines
- Presenting solutions to board level executives
- Building and effectively managing sales pipeline to ensure new opportunities within pipeline are £2 million or above
- Working closely with marketing teams to build marketing campaigns and supporting sales documentation to distribute to customers
- Following up leads generated through networking events and marketing campaigns
- Leverage my technical and industry-specific knowledge to develop strategic business development plans and sales strategies

**Within this role I have demonstrated my ability to identify, manage and close new business acquisitions within**

**the records management arena by consistently meeting my monthly sales targets and achieving my overall annual target ahead of year end.**

I attribute this success to my ability to quickly build relationships with key stakeholders within clients organisations and by ensuring I gain a full understanding of their requirements.

My expert industry knowledge and talent to negotiate effectively, both internally and externally, allows me to close opportunities quickly meeting both the companies and the customers financial objectives.

**This role has allowed me to gain a wealth of experience within the full sales cycle, from lead generation through to successful contract negotiation. This experience combined with my natural ability to sell has allowed me to achieve £1.1 million, within a 10 month period, of new business revenue.**

Applying the following skills has been instrumental to my success within this role –

- Excellent verbal and written communication skills utilised during the sales process
- Identifying and prioritising new business opportunities specific to the records management industry
- Ability to learn, develop and adapt to the requirements of the role
- Effective management of sales pipeline
- Ability to establish, develop and maintain professional relationships
- Ability to manage virtual teams to achieve strict deadlines
- Strong negotiating and influencing skills
- Excellent attention to detail
- Developing and driving forward strong working relationships with customers and colleagues.

#### **August 2013 – December 2014, Account Manager**

- Managing a portfolio of 21 Government departments, generating revenue in excess of £1 million per annum.
- Responsible for contract and revenue growth within a target driven sales environment through new from existing business acquisitions
- Project management, providing tailor made solutions to suit customer's records management requirements from the range of company products.
- Developing and driving forward strong working relationships with customers and colleagues.
- Perform client presentations articulating the value proposition of product, solution, service offerings and management information to all levels
- Development and management of sales pipeline
- Planning and co-ordinating customer meetings / visits both on and off site
- Managing and solving customer issues
- Networking to identify new business opportunities

This role has allowed me to showcase my ability to establish build and develop open and constructive relationships with colleagues and customers. A contributing factor to building these successful relationships has been my deep understanding of the records management environment, company value propositions and full range of the company's service offerings.

My responsibilities include the day to day management of customer accounts, combined with developing professional relationships and generating revenue growth. During a 13 month period, I have successfully generated revenue in excess of £500k, using my excellent industry and product knowledge to sell, design and implement records management solutions.

I have also gained invaluable experience within a commercial setting, further enhancing my abilities to negotiate and influence customer's decisions and strategic records management goals by offering sound business advice.

Utilising the following key skills has been essential within this role -

- Excellent verbal and written communication skills
- Outstanding ability to professionally and effectively deliver presentations to all levels
- Maintaining a high profile in the professional and business communities
- Excellent organisational and problem solving skills
- Identifying and prioritising new business opportunities specific to the records management industry
- Ability to learn, develop and adapt to the requirements of the role
- Effective management of sales pipeline
- Ability to establish, develop and maintain professional relationships

- Full understanding of customers requirements and strategic intent mirroring the business' organisational objectives

### **July 2011 – August 2013 Operations Supervisor, Land Registry**

- Managing 30 staff, including three team leaders over three shifts, five days per week
- Responsible for all areas of the Coventry site, overseeing a large customer base from both the private and public sector.
- Setting, monitoring and achieving KPI's, performance managing team members
- Responsible for all health and safety matters, including SEIG meetings
- Producing, reviewing and presenting management information to all levels
- New Business projects set up and implementation
- Responsible for recruitment, Resource planning and succession planning
- Responsible for driving LEAN and innovation
- Organising, planning and hosting customer visits both on and off site
- Accountable for ensuring site processes pass internal & external audits
- Holding daily meetings with both staff members and management

Having started within the Coventry site from day one, it was my responsibility to set up all areas within a newly established Archive. My remit was to recruit, train and develop all staff, ensuring maximum efficiency was achieved whilst complying with health and safety procedures.

During a twelve month period fifteen customer sites have been successfully uplifted, ahead of schedule into a central location under my responsibility. The largest uplift ever completed within the industry.

This was achieved with minimal disruption to the client and end users. In order for this to be a success, it was essential to establish a competent team and gain the trust of the customer in order to form an excellent working relationship.

The key skills utilised during this period where -

- Excellent communication to all levels
- Providing regular and accurate MI
- Managing the expectations and needs of the customer
- Excellent organisational skills
- Setting and monitoring KPI's
- Installing good working practices
- Setting an excellent health and safety culture
- Motivating team members
- Having a flexible approach to work

### **January 2010 – July 2011 Operations supervisor, Indexing / Secure Destruction department**

Indexing –

- Responsible for a team of 30 members, covering two shifts
- Ensuring the accurate indexing of records
- Meeting contractual service level agreements
- Setting and monitoring KPI's, performance managing team members
- Space management
- Workload management to ensure both projects and BAU run smoothly
- Completing TLC, meeting set deadlines
- Attending daily management meetings and reporting departmental figures
- Liaising with account managers regarding new account set ups
- Quality control standards / exception reporting

Secure Destruction –

- Managing a team of 10 members
- Ensuring the secure destruction of confidential items in line with industry standards and regulations
- Liaising with the customer to obtain necessary documentation
- Providing management information

My main responsibilities within this role where to ensure the accurate and efficient indexation and destruction of client's records, adhering to strict service level agreements.

To fulfil this role I needed to utilise the following skills –

- Prioritising a busy work load
- Resource planning
- Effective communication
- Motivation
- Knowledge of all business systems
- Excellent attention to detail

#### **June 2008 – November 2010 Operations Supervisor, Traffic department**

- Managing 15 team members over one shift
- Responsible for the accurate picking and distribution of all records to the client
- Work load management for projects and BAU
- Setting and monitoring KPI's, performance managing team members
- Completing TLC, meeting set deadlines
- Quality control standards / exception reporting
- Responsible for driving LEAN and innovation
- Attending daily management meetings and reporting departmental figures
- Managing third party sub-contractors The success criteria for

This role was to ensure –

- Adhering to strict contractual despatch guidelines
- Segregation of different client records
- Management of confidential material
- Effective communication with Customer Services
- Balancing workload and staffing levels

#### **ADDITIONAL SKILLS/ATTRIBUTES**

Highly motivated, ambitious individual with the drive to succeed. I have the ability to organise busy workloads, communicate effectively at all levels and possess excellent attention to detail. I am a strong team player who also has the initiative and motivation to work alone.

Combining a keen focus on progression and career development with a natural flair for achieving targets and building solid relationships. Gaining loyalty and trust by displaying exemplary people skills, professionalism and solid business acumen to provide the ultimate customer experience.

#### **EDUCATION**

##### **SCHOOL: Woodhouse High School - 1997 - 2002 QUALIFICATIONS:**

GCSE - Maths, English, Graphical design, History, Information Technology, PE NVQ Level 2, Information and library services

NVQ Level 2, Business improvement techniques

#### **REFERENCES**

Available on request