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# Jane Smith

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Address Line 1

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## ACCOUNT MANAGEMENT - CUSTOMER SERVICE

◆ Exceeding Targets - Customer Retention - Maximizing Sales ◆

A target and sales driven team player, possessing demonstrated abilities and significant achievements within customer services, sales and account management. Accomplished in optimizing sales whilst developing new ideas and business in fast moving environments through a high degree of communication and the ability to meet tight deadlines. Now looking to fully utilize my skills within a company that offers an opportunity for progression.

## AREAS OF EXPERTISE

- Customer Services
- New Product Development
- Exceeding Targets
- Maximizing Sales
- Telesales / Telemarketing
- Salesmanship
- Target Management
- Customer Focus / Retention
- Sales Administration
- Computer literacy
- Outbound Sales
- Quality Assurance

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

### ACCOUNTS MANAGER (EXISTING CUSTOMERS)

*Feb 04 - Present*

#### Company A

Working as part of the Software Sales Team for the Sage product range that includes accounting, business and e-business solutions. Identifying needs for small start-up businesses to large multi-national companies, Transferring enquiries for advice on various products and services whilst providing the best customer service.

- Dealing directly with Small Business Start ups, Instant and Sage 50 Accounts and Payroll customers, whilst creating leads to Sage Line 100/200 for medium sized business. Cross-selling and upgrading existing customers' accounts.
- Transferring technical queries and creating leads to other departments when appropriate.
- Meeting all on-going KPIs and targets - outbound calls over 100 per day.
- Suggested advertising campaigns and specific customer targeting.
- Call management and prioritizing to ensure service levels are exceeded.
- Creating leads for other departments and helping maximize revenues.
- Top Sales Person for small business sales. Increased sales within portfolio by 15%

### CUSTOMER SERVICE / SALES REPRESENTATIVE (OUTBOUND)

*1999 - Feb 04*

#### Company B

Dealt with new and existing accounts, complaints, enquiries and the day-to-day administration of the section. Helped ensure new staff, were up-to-date on all products, services and that procedures were adhered to. Reviewed call centre performance reports and responded to system / network issues. Planned resources to meet changing requirements.

- Trained / coached new CSRs (buddying).
  - Maximized call efficiencies and performance.
  - Became fully conversant with many software systems used to build and process customer orders.
  - Helped increase customer retention whilst competing with the aggressive, new marketplace.
  - Helped introduce changes within business communication that freed-up abandoned telephone calls.
  - Moved from Customer Services to Sales Outbound in 2003.
  - Cross-selling and upgrading existing customers accounts.
  - Top Sales Advisor, maintaining some of the highest stats on the team.
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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### CARE WORKER (PART TIME)

1996 - 99

Company C

- Provided care and support for people with learning difficulties and the elderly.

### SUPPORT WORKER

1991 - 96

Company D

- Provided care and support for elderly people.

### RELIEF CARE ASSISTANT

1990 - 91

Company E

- Worked in residential homes in the North Tyneside region.

### TRAINEE CARE ASSISTANT

1989 - 90

Company F

- Worked in day centres throughout North Tyneside.

### FACTORY WORKER

1987- 89

Company G

- Duties included stocktaking, packing and machine work.

## COURSES

Sales training, meeting customer needs, objection handling, building rapport, several computer courses.

## PERSONAL

*Interests and Pastimes:* Music, reading, yoga, walking.  
*Mobility:* Full clean driving license.  
*Born:* 1970.  
*Marital Status:* Single.

*References available on request.*

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