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# Paul Jones

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Tyne and Wear, Post Code.

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## ACCOUNT - SALES MANAGEMENT

♦ Sales Engineer - Contract Management - Customer Service ♦

Results orientated and well networked with an influential approach to achieving sales and business development. Possessing a proven record of maintaining and growing customer bases, securing new clients, training, trials, identifying product specifications and creating new market opportunities. Now looking forward to making a continued significant contribution within a strategic Key Account position.

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## AREAS OF EXPERTISE

- Strategic planning
- Business planning and reviews
- Business development
- Maximizing sales/ exceeding targets
- Negotiating / Purchasing
- Complete solutions
- Contract co-ordination
- Contract specification
- Identifying customer needs
- Cost /financial controls
- Account management
- Salesmanship
- Marketing / promotions
- Presentations
- Customer focused

## PROFESSIONAL DEVELOPMENT

<b>NVQ 4</b>	Management	2000
<b>Certificate</b>	Management (Institute of Management Services)	1999
Various courses:	Time Management, Salesmanship, Work Measurement Certificate, First Aid, Risk Assessment, Account Management.	

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

### CUSTOMER SERVICE ADVISOR

*May 05 - Mar 09*

Name of Company A

Responsible for the successful processing and delivery of sold cars within strict timescales, procedures and KPIs, and ensuring exceptional customer service and NPS at all times. Responding to customer enquiries face-to-face and by telephone.

- Maximized deliveries and constantly exceeded customer expectations.
  - Worked with the sales team that ensured optimal inter-departmental workflow whilst informing customers of vehicle progress.
  - Closed deals with finance companies, achieving accurate and timely delivery of all relevant administration and customer processes whilst ensuring compliance with all data protection, money laundering, FSA and other necessary legislation.
  - Dealt with payments/refunds in accordance with company policy and cash handling security guidelines.
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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### SALES CONSULTANT

Jul 00 - May 05

Name of Company B

- Involved in all aspects of the sales procedure for the world's largest fixings and fastening company.
- Sourced, developed and serviced existing customers in the North East of England.
- Maximized business potential by recovering lost clients on appointment, by increasing product quality and reliability after monitoring, securing and strengthening all previous customer issues.
- Sold fixing and fastening solutions to industrial and commercial clients.
- Met the needs of a wide range of clients, industries and applications.
- Identified and converted over 300 new customers.
- Increased year-on-year growth by up to 16% doubling turnover from £100K to £200K p.a.

### SALES AGENT

Aug 99 - Jul 00

Name of Company C

- Sold gas and electricity contracts in-store and door-to-door.

### PRODUCTION MANAGER / INDUSTRIAL ENGINEER

Sep 96 - Aug 99

Name of Company D

- Established a piece rate incentive scheme.
- Attained production targets.

### WORK STUDY ENGINEER

Nov 88 - Aug 92

Name of Company E

- Established piece rate incentive schemes.

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## PERSONAL

*Interests and Pastimes:* Keeping fit, entertaining friends and history.

*Mobility:* Full clean driving license.

*Born:* 1969.

*References available on request.*