
John Smith

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SALES AND ACCOUNT MANAGEMENT

♦ Business Development - Channel Sales Specialist - Team Leadership ♦

A new business sales, account management and channel sales specialist. Consistently and significantly over-achieving set targets whilst managing expectations through a pro-active consultative approach. A strong Lead Generator with a proven ability to handle different sales situations. Now looking to make a continued significant contribution within a similar appointment in Japan.

AREAS OF EXPERTISE

- Business Development
- Negotiating / Networking
- Customer Relationship Development
- Problem Solving
- Sales Management
- Team Working / Leadership
- Staff Recruitment / Training
- Change Management
- Business Acumen
- PR / Marketing
- HR Matters
- Quality Assurance

PROFESSIONAL EXPERIENCE & SIGNIFICANT ACHIEVEMENTS

Company A (2002 - Present)

Company A is a global supplier of office products and services. A fortune 200 US based company operating in 42 countries with 50,000 employees. Turnover for fiscal year 2006 - \$15 billion.

CUSTOMER DEVELOPMENT MANAGER (CENTRAL LONDON)

Jan 06 - Present

Company A

Responsible for securing, managing and developing existing key accounts and maximising profit and growth, through the formulation and development of new plans, initiatives, long-term client relationships and key business strategies. Analyzing management data and identifying trends and opportunities. Conducting regular business and account reviews.

- **Top Performer** (Number 7 out of 600) company sales league 2007 YTD.
- Won "team award" best margin performance p6 - Highest margin in UK.
- Increased profit margin to 48% against a target of 42% (within 6 months).

BUSINESS DEVELOPMENT MANAGER (CENTRAL LONDON)

Jan 05 - Dec 05

Responsible for winning profitable new business in-line with company objectives. Delivering a wide ranging 'solution portfolio' whilst building partnerships, earning trust, managing pipeline, prospecting, networking, negotiating contract terms, and enhancing brand awareness.

- **Top Performer** (Number 9 out of 600) company sales league 2006.
 - **Won major accounts** such as SGI (£200k), Nippon Express (UK) Ltd. (£170k), OCS Europe Ltd. (150k), EMI Music Publishing (£150k), Virgin Media (£130k), Savoy Hotel (£120k), Royal Ballet School (£80k) and Unicef (£80K). Over £1 million in total p.a.
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

AREA SALES MANAGER (CENTRAL LONDON)

Jan 03 - Dec 04

- Led a team of Field Sales Executives that excelled in the delivery of growth within defined area.
- Built and developed a team of 12 Sales Executives.
- Number 2 ASM out of 31 - Manager Sales League 2004. Number 6 ASM out of 15 Manager Sales League (2005).
- Recruited and developed Sales Executives that won 4th and 7th place in the Company Sales League (2004).
- Personally responsible for over £1 Million of sales (109% of target, @41.4% of profit margin (2004), £2 Million of sales (117.8% of target, @43.3% profit margin in 2005).

SENIOR SALES EXECUTIVE (CENTRAL LONDON)

Mar 01 - Dec 03

- **Top Performer:** No 7 out of 300 - Company Sales League (Jan 2003).
- Won 245 new customers = 1.01 daily strike rate.
- £467,930 of Sales = 139% of target @40.90% profit margin

SALES EXECUTIVE (CENTRAL LONDON)

2001

- **Top Performer:** No 10 out of 200, Company Sales League (2002).
- Won 279 new customers = 1.22 per day strike rate.
- £142,096 sales = 136.39% of target @40.90% profit margin.
- Won the "Company Record and Best Performer" award for sourcing 40 new wins in a month.

EARLY CAREER SUMMARY

| | | |
|---------------------------|---|---------|
| Sales Executive | Paragon Hotel (4 star, 500 room London hotel, increased occupancy by 23%) | 2000-01 |
| Front Office Management | Paragon Hotel | 1998-00 |
| Front Office Supervision | Regent Palace Hotel | 1997-98 |
| Front Office Receptionist | Regent Palace Hotel | 1996-97 |
| Telephonist | Regent Palace Hotel | 1996 |
| Hospital Porter | Hospital of St John & St. Elizabeth | 1994-96 |
| HM Forces | Army | 1993-94 |

PROFESSIONAL DEVELOPMENT

NVQ 3 Supervision and Management Nov 1999

Management courses: Psychology of selling, Introduction to NLP, What makes Customers Tick, Selling to Large Companies, Recruiting, Sales Management, Strategic Account Management, Negotiating, Managing Prospects, SPIN, Advanced Presentation Skills, Managing Time, Account review workshop, Various Health and Safety course. First aid / Fire & evacuation / Food hygiene / licensee awareness, Supervision, Complaint Handling, Customer Service Telephone Techniques.

PERSONAL

Interests and Pastimes: Family activities, Travelling, Japanese Language & Culture, Psychology, Entertaining Friends, Performing Arts.

Mobility: Full clean driving license.

Born: 1973.

Marital Status: Married.