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SALES MANAGEMENT

◆ Business Development - Hospitality - Estate Agency - Staff Training ◆

Highly successful and motivated with a proven track record of working most recently within Estate Agency, Sales Management: optimising business and team potentials, whilst achieving goals and delivering the highest standards in very difficult trading conditions. Believing that the ability to monitor market trends, sales integrity and sound customer follow-up with the ability to inspire others maximizes profits, staff and customer retention. Now looking to make a continued, significant contribution within a similar, exciting customer focused, sales management appointment for a company that offers an opportunity for career progression and rewards on merit.

AREAS OF EXPERTISE

- Business Development
- Maximizing Profit
- Exceeding Targets
- Sales Initiatives
- Identifying Customer Needs
- Retail Sales
- Staff Training / Development
- Merchandising
- Security
- Advertising / Promotions
- Financial Controls
- Cost Control
- Stock control
- Health and Safety
- Client Solutions

PROFESSIONAL COURSES

Accounts and Profitability, First Class Service Proposition, Staff Performance Reviews, Supervisory Management, Appraisal Writing, Time Management, Health and Safety, Staff Development, Retailing, Presentations and Communications, Health and Safety, Loss Prevention, Customer Care. (commensurate with areas of expertise).

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

SALES NEGOTIATOR

Aug 06 - Present

Company A

- Personally contributed towards making a significant profit for this office.
- Met all sales targets: significantly increased revenue and profitability and met all agreed Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) as part of a large team.
- Advised on methods of sale, measured properties, wrote sales details and arranged advertising.
- Presented properties to potential buyers and negotiated sales on behalf of clients (buyers and sellers).
- Developed experience in all aspects of the agency work, residential markets, commercial properties, valuations estate management, sales of agricultural land and property and rented property.
- Increased revenue and profitability and met all agreed Key Performance Indicators (KPIs) and Service Level Agreements (SLAs). Won various regional sales awards.

SALES MANAGER

Jun 05 - Aug 06

Company B

Responsible for the whole retail unit (6 staff and a turnover of £1.2 million p.a.) Oversaw all operations from stock control and merchandising to achieving a highest standards of customer care.

- Full operational control of this store.
 - Involved in all management and sales initiatives and promotions, trained staff on customer service, salesmanship and product knowledge.
 - Implemented new and developed existing operational procedures.
 - Maximized sales by consistently promoting a culture of customer service excellence.
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

SALES NEGOTIATOR

Jan 05 - Jun 05

Company C

- As above - an accomplished sales negotiator within a highly prestigious estate agency. Proficient in all areas relating to the purchasing and sale of properties as well as delivering exceptional customer service. Ability to qualify clients, prioritise and work under pressure, with excellent time management skills. Experience gained within all aspects of the agency, such as residential markets, commercial properties, valuations estate management and sales of agricultural land and property.

SALES ADVISOR (DEPUTY MANAGER)

Jan 03 - Jan 05

Company D

Retailing for this leading fireplace company. Dealing with customers, viewing a wide range of top quality fireplaces and selection of alternative contemporary designer surrounds. Responsible for all aspects from stock control and merchandising to achieving a highest standards of customer care.

- Full operational control of this store in the Manager's absence.
- Involved in all management and sales initiatives and promotions, trained new staff on customer service, salesmanship and product knowledge.
- Helped implement new and necessary operational procedures.
- Maximized sales by consistently promoting a culture of customer service excellence. Helping improve sales growth.
- Trusted key-holder.
- Consistently outperformed other Sales Advisors year-on-year. Achieving £450K sales this year (2005), more than doubling the £200K sales target.

HOTEL AND BAR MANAGER (SHIFT WORK)

Sep 97 - Jan 03

Company E

General Management responsibility for the whole hotel. Very much a hands on operation in a very busy restaurant (30 seats), ensuring a high standard of food preparation, as well as the and 2 bar areas (Turning over £500K p.a.). Employing, training and supervising up to 23 staff.

- Established all office systems, cash handling procedures and Sage payroll.
- Implemented hygiene regulations, adhering to environmental health regulations.
- Significant input into a major refurbishment.
- Decreased all stock losses and reduced all cash losses, food losses and wage costs since takeover.
- Developed mailing list and updating members of future events by regular emails and post.
- Achieved highest security controls by identifying and controlling poor cash controls and stock losses.
- Increased G.P. by 15%. in a very competitive local environment.

As Staff Trainer/Developer: (experience gained in all aspects of HR/ personnel work).

- Evaluated training programmes for staff such as customer service and salesmanship.
- Delivered new training solutions that met the needs of the business and the people.
- Follow-up research concluded improved budgets, increased profits and improved morale.

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Pastimes:

Eating out, entertaining friends, cinema.

Driving Licence:

Full clean (own car).

Status:

Single.

Born:

1982.