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Full clean driving license

**Personal Statement:**

I am an efficient, hardworking, driven individual who works effectively alone or within a team, I enjoy leading a team to success passing on my knowledge and passion along the way. Throughout my career I have also worked in sales based roles and managed teams of up to 10 people.

In my free time I enjoy spending time with my family, visiting and exploring new places and of course shopping!

**Bellway Homes ( Manchester Division)**

**Sales Advisor – November 2015 – Present**

Maximise sales and revenue for the development by achieving the given sales target

Seeking opportunities to sell, looking at new ways to promote and market the development

Using recommended Panel Solicitors and chosen Mortgage broker to help facilitate a smooth sales process

To work closely with solicitors and IFA's to ensure an exchange of contracts within 6 weeks

To upsell Additions to the customer including – Fridge/Freezers, flooring and ceramic tiling (depending on the specification of the house)

Provide the customer with regular updates on the progress of their sale and build

Build and maintain a strong relationship with the customer from initial visit to site through to when they are signed off and handed over to Customer Care to ensure they receive the highest level of service

To help the company achieve 5 Star Builder

To maintain a strong working relationship with Site team, regarding all aspects

Ensuring the customer database is fully updated

Maintaining a pristine Sales area from approach to the development, landscaping, footpaths, signage, sales office including displays, show homes are clean, tidy, all lightbulbs working and are kept to the designer specification

Collating sales figures on weekends from all developments for Sales Manager and putting together the weekly prospect sheet.

Inspecting the plot in stages with Site Manager to ensure all extras including electricals are in the correct position

Release for Invoice to be completed on the same day as CML to ensure the plot is of good quality and notice can be served

### **Pin Ups Hair and Beauty Limited**

#### **Manager – February 2013 – September 2015**

Project managed full refurbishment of a dilapidated retail premises into a fully functioning modern salon

Recruited and trained a new team which I grew to a team of ten

Managed the daily accounts, administration and all stock ordering

Direct and indirect marketing for the salon

Sourcing and liaising with suppliers

Delivering Customer Service and Retail training monthly

Developing new and existing business

Managing profit and loss accounts

### **MRB Lettings/MRB Property Management**

#### **Rentals Manager – November 2010 – January 2013**

Based in an apartment complex close to Liverpool City Centre letting and managing 100 apartments

Conducting viewings with prospective tenants

Vetting tenants, credit checks and background checks

Completing all paperwork relating to tenancy with Prospective and previous tenants

Property inspections

Coordinating tradesmen for all remedial work on rental properties

Managing payment to all tradesmen

Marketing and promoting the complex

Eventually over seeing and facilitating the sale of the complex to a consortium of investors

**Urban Edge – Hair and Beauty Ltd**

**September 2007 – October 2010**

**Marriott Spa of Senses**

**May 2005 – August 2007**

**Midland Crowne Plaza**

**1998 – 2005**

**Qualifications/Training**

**NVQ Level 2 Business Administration/Customer Service**

**NVQ Level 3 Business Administration/Customer Service**

**NVQ Level 2&3 Key Skills**

**NVQ Level 2&3 Beauty Therapy**

**CSCS – Construction site visitor**

**In House - home demo training**

**In House – Control your elephant**

**TTOP – Manage your sales and customer care performance**

**TTOP- How to enhance your sales and customer care performance**