

Tara Coxhead

6 Royalty Avenue
New Longton
Preston
Tel: 07739690271
E-mail: tarahuber@hotmail.co.uk

Profile

A self motivated, extremely outgoing, customer focused individual with experience in a busy and demanding customer/sales environment. A full team member who also works well alone using initiative to achieve results and targets. Flexible and adaptable, meeting the challenges with a can do attitude while applying all statutory and in house rules and regulations.

Key Skills

Communication	Planning	Research
Interpersonal	Prioritizing	Sales
Problem Solving	Listening	Motivational
Decision making	Analyzing	Negotiating

Career History

Bowker BMW Sales, Service, Receptionist
Part Time

Feb 2015 to date

- To answer all incoming calls promptly, deal with customers face to face ensuring they are being dealt with in a professional manner.
- To meet and greet, introduce customers to Sales Team, begin the Sales process, by building rapport asking appropriate qualifying questions.
- Ensure all enquiries are input on the correct system, and are followed up with certain time scale.
- Make sure all customers are seen to by the correct department in a certain timescale.
- Deal with all telephone complaints, or issues, divert to the correct person or team, or using your own initiative to deal with the customer in their absence
- Making Prospecting outbound calls for up and coming Sales Events, making firm appointments for existing end of term customers.

JN Coxhead Ltd Preston

Sage Accounts 50 on Computer/Two day per week

Sept 2011 to Date

- To input all invoices onto Sage accounts package, referencing all documents accurately, file in correct order to tally with computer information.
- To ensure all banking on computer and bank accounts, match up with all bank statements.
- To speak with customers on a weekly basis, to ensure all accounts are up to date and tally with my invoices and records.
- Make sure all Supplier accounts are up to date, makes payments off each account weekly.
- Prepare all computer data, in order for the Accountant to be able to perform a VAT report, as requested.
- To contact New customers in order to uptake Sales and sell our Fresh Produce.

Bowker BMW Preston

Database Controller/CRM Enquiry Management/Full-time

Oct 2009 to Sept 2011

- To Efficiently administer and control the BMW Dealer Management System Customer and Prospect Follow up System and Customer Database on a daily basis, to ensure all entries are up to date.
- To ensure 90% minimum target is met on a quartley basis, on the BMW Customer Survey, in order to receive the quartley dealerships Sales Bonus. This was done by excellent customer service follow ups and appeals to the appropriate BMW Business Manager.
- To ensure the Sales Diaries are maintained.
- To ensure the highest degree of CUSTOMER SATISFACTION at all times in accordance with the dealership.
- To accurately conclude deals on the Kerridge System.
- To follow up customer enquiries, update the database, cleanse the system daily, and retrieve email addresses and correct information.
- To run daily reports for the Sales Manager, Dealer Principle on the sales, service Dashboard.
- To cover Reception cover as and when needed.

Qualifications

GCSE Passes English Language, Physical Education, Human Biology, and Drama

CSE Passes Math's, English, Human Biology, Typing, Art and General Science

Training

Customer Relationship Management Training

Basic knowledge on Sage Accounts 50

Trained in various computer systems(kerridge)

Basic Food & Hygiene certificate(trained through Booths Supermarkets)

ASA Swimming Teacher

RSA Exercise to music Teacher

Personal Details

Date of Birth - 15th July 1971

Car owner with full, clean driving license

Leisure Activities

Keeping fit by regular attendance to gym, walking and nutrition. I have a great interest in food and wine, thoroughly enjoy challenges.

References available on request