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ANDREW JOHN DAWSON

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| **Personal Information** |   M Marital status: Single   Nationality: British   Date of birth: June 29th 1969 (48)   Full and clean driving license |
| **Profile** | An approachable, professional individual who is highly motivated with a wealth of experience in **Sales and Customer** **Service Excellence**. Ability to communicate effectively and confidently with diverse groups of people of varying ages, abilities and experience. |
| **Key Skills** | Proven ability to meet and exceed sales targets always being commercially aware. Proactive is second nature.  Excellent time management and prioritisation skills whilst being organised, methodical and having a flexible approach to work.  Determined and decisive; uses initiative to develop effective solutions to problems.  Able to work well within a team environment, in order to maximise personal and business performance.  Adaptable, conscientious and reliable under pressure. Naturally ambitious and creative. Meticulous attention to detail and a stickler for quality.  Self-aware – keen to learn and grow, seeks new responsibilities; self-sufficient and works by example. |
| **Professional Qualifications** | **Various Qualifications 1988 – 2017**   * Successfully completed ABTA Travel and Tourism - Cotac level one and two. * British Airways - completed numerous in house training programmes covering areas such as people management, customer service skills, selling techniques and bespoke IT training. * ABC First Aid - qualified in administering First Aid at work. * City and Guilds Learning Disabilities Qualification with Lancashire County Council / First Aid Awareness / Basic Food Hygiene / Moving and Handling.   **‘O’ Level Education 1980 - 1987**   * English, Mathematics, Biology, Chemistry, Science, Geography, Sociology, French Language and Computer Studies.     **‘A’ Level Education**   1. BTEC Diploma in Business/Finance Studies (‘A’ Level equivalent) |
| **Professional Experience**  **Professional Experience**  **Interests and Activities** | **Aug 2017 – Date McDermott Homes**  **New Homes Sales Executive**  Meeting and greeting customers into the sales arena offering the highest standard of customer care. To initiate and close sales of new built houses. To meet pre-set targets quarterly, half year and year end. Foreseeing the customer’s journey through all stages of their purchase until legal completion. Corresponding with Solicitors, Financial Advisors and Estate Agents. Coordinating the build process with the Site Manager and conveying all information to Head Office with a weekly update or as and when required. Resolving any issues at first contact. Maintaining a clean, up to date arena with brochures, posters and marketing materials working within the Customer Code of Conduct policy.    **Sept 2015 – To Date Property Rentals (Self Employed)**  **Lettings Management**  Owner / Manager of a portfolio of rental properties on the Fylde Coast, covering all aspects of property management. Rapport building with clients, establishing long and trusted relationships. Offering a bespoke service to clients whilst reflecting the highest levels of service at all times. Assessing client’s suitability and circumstances by face to face contact, email and telecommunication. Good organisational and I.T skills benefit my role.    **Sept 2013 – To Date Hedges House Retirement Home**  **Healthcare Professional**  Providing dignified care to all residents during the day and night in a safe and stimulating environment irrespective of their level of dependency. Encouraging residents to live full and independent lives. Providing administrative support using my initiative to prioritise my work. Empathy and sensitivity a must in order to communicate with residents and relatives. Always promoting a professional image.  **May 2013 – Aug 2016 Cornerstones Deluxe Bed & Breakfast**  **Owner/Manager**  Day to day management of a successful deluxe bed and breakfast in the heart of Lytham. Delivering exceptional service, always exceeding my customer’s expectations. Encompassing all skills/requirements of any demanding business including accounting, administration, business and people management, marketing, sales, website design, recruitment and I.T. Please refer to TripAdvisor for guest reviews.  **Jan 2009 – Apr 2013 Fernside Bed & Breakfast and Holiday Cottage**  **Owner/Manager**  Owner and manager of a highly awarded guest accommodation in Skipton, the Yorkshire Dales delivering outstanding service, sales and operational excellence. Please refer to Trip Advisor for guest reviews.  **Sept 2005 – Dec 2008 Haisthorpe Guest House**  **Owner/Manager**  Owner and manager of a Silver Awarded Guest House in Windermere, The Lake District delivering outstanding service, sales and operational excellence.    **Feb 1993 – Sept 2005 British Airways Plc**  **Purser – Air Cabin Crew**  Responsible for delivering the British Airways brand to customers worldwide. Accountable for the day to day management and supervision of a team of Cabin Crew; in-flight as a mentor, guiding and motivating the team to ensure consistent highest safety standards and premium level of onboard service and hospitality. Two year secondment to the Selection and Recruitment team responsible for selecting initial applications for interview and supporting the recruitment process.  **Jan 1991 – Jan 1993 British Airways Plc**  **Telephone Sales Agent (Reservations)**  Based in a Global Contact Centre receiving incoming calls, identifying customer requirements and converting into sales opportunities. Building and developing effective, long-term relationships with customers by telephone and email. Matching new and existing customer requirements with appropriate products and service offerings. Investigating customer contacts to resolution, responding positively and with empathy. Maintaining a positive customer experience at all times. Achieving business quality and performance targets.  **Sept 1987 – Jan 1991 Richard Turner & Son Estate Agents Sales Executive**  To initiate and close the sale of new built houses meeting quarterly, half yearly and year end targets. Liaising with Solicitors, Financial Advisors and Estate Agents on a daily basis. Building and developing effective, long-term relationships with customers by face to face contact, telephone and email. Matching new and existing customer requirements with appropriate products. Investigating customer contacts to resolution, responding positively and with empathy. Maintaining a positive customer experience at all times, taking ownership and achieving business quality and performance.  Lifelong interest in the property market both locally and nationally. Property renovations and interior design. Motor cars, travel and keeping fit. Walking my dog Jack. Cooking for friends and family. Dining out and socialising. |
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