**Lucy Holmes Mongan**

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**D.O.B**:                                 22/01/1991

**Current Employment**

**Audi Newcastle (August 2016 – Present)**

**Account Manager**

I joined Audi for a new challenge as an Account Manager. Taking on more responsibilities in this particular role in that, as an Account Manager, I am responsible for all financial aspects that are involved with the sales process and the sale of the car.  I have more control over the structure of the deals and no longer have to solely rely on Transaction Managers. I deal with FCA regulations that pertain to my clients, being able to propose my customers finance along with having to comply with the FCA rules and structuring deals for my clients. I enjoy having more control over the financial aspects as an Account Manager and find that being extremely organized is the key to success in the position. I take great pride in selling this luxury product and providing the highest levels of customer service.

I often exceed my sales targets and have recently won the opportunity to take our flagship car the R8 for the weekend as I won our most recent sales event. I am always looking for ways to improve and learn. I have a passion for personal and career development, and I have found this role as an Account Manager has made me very adaptable to changes.

**BMW Cooper, Sunderland (March 2015 – July 2016)**

**Sales Executive**

I was invited to BMW, after being approached several times by their management. I was asked to move for progression reasons and the opportunity to move to the more prestige brand. My role as a Sales Executive meant having to take the customer through the entire experience from initial contact, sales negotiation, placement of order to handover. I kept my customers well informed from the initial contact and throughout the process until the day of the handover. Whilst continuously selling and organizing handovers I maintained a very high level of customer service and manage my customer’s expectations always resulting in an excellent customer satisfaction score on my individual surveys.

**Previous Employment**

**Mini Cooper, Sunderland (June 2013 – March 2015)**

**Sales Executive**

Selling New and Used Mini’s together with financial and maintenance packages to existing and new customers Meeting high sales targets and working under constant pressure in a fast pace sales environment. I was approached by the Mini Head of Business after I collected my car. My role as a sales executive for Mini was heavily based on building a strong rapport with my customers and maintaining customer’s expectations. Going the extra mile in sales is so important and working for a brand like Mini taught me what a difference it makes and creating a lasting impression ensuring that they became a customer for life.

**Previous Employment**

**Miko Engineering Ltd (September 2012 – June 2013)**

**Sales Executive**

Dealing with sales of urban furniture and bespoke canopies and covered walk ways. Developing enquiries from the Barbour ABI Project tracking system and dealing with QS and Project Managers on a variety of projects. Researching new developments and contacting potential clients. Arranging meetings and providing information packs and presentations.

**Previous Employment**

**Mimo’s Bar Pudding Chare Newcastle upon Tyne (August 2011 –   September 2012)**

**Bar Manager**

Duties included, managing all aspects of a busy city centre bar/brassiere on a shift basis (40 hours per week). Role involved, managing bar staff, dealing with stocks & orders, liaising with kitchen manager and staff. Serving & dealing with customers. Complete reconciliation of till & receipts at the end of each shift.

**Previous Employment (\*Whilst in Full-time Education)**

**\*Charlie’s Champagne Bar Newcastle upon Tyne (March 2011 –   August 2011)**

*Bar Supervisor*

Duties included, supervising staff in a busy Quayside bar on a shift basis (25 hours per week). Role also involved, dealing with stocks & orders. Serving & dealing with customers.

**\*Miko Engineering Ltd (Various during 2010 & 2011)**

*Administration Clerk-(Part-time, holiday cover)*

Dealing with client enquiries, by telephone & e-mail. General administrative duties, filing, scanning, typing up quotations. General office duties.

**\*Great Coffee Gosforth High Street (Part Time During 2010)**

*Waitress (Part-time, holiday cover 12 Hours)*

Duties included, general waitressing in a busy café. I was also involved in doing promotion work for the business.

**\*Bravi-Restaurant South Shields (Part Time During 2009 - 2010)**

*Waitress (Part-time, holiday cover)*

**\*Chase Bar Newcastle (Part Time During 2009)**

*Bar Person/Waitress (Part-time, holiday cover 12 Hours per week)*

**\*Top Shop Sunderland (Part Time 2009)**

*Sales Assistant (Part-time, holiday cover 10 Hours per week)*

**\*Killer Brands Outlet Royal Quays (Part Time 2008)**

*Sales Assistant / Personal Shopper (Part-time, summer holiday cover 12 Hours per week)*

**Education/Qualifications**

***Newcastle Collage (2011 -2012)***

Foundation Diploma in Fashion, Business and Marketing

***Westfield Day School for Girls     (2002-2011)***

**(GCSE)** English Language (C), English Literature (C), Mathematics (C), Science (Double Award) (C), French (C), History (C), Religious Studies (A), Physical Education (A), Personal Health Social Education (A\*) Graphic Design (A\*)

**(AS-Level)** English Language (C), Graphic Design (A), Physical Education (B)

**(A-Level)** Fine Arts (B), Graphic Design (A), Physical Education (B)

**Vocational/Qualifications**

Duke of Edinburgh Bronze Award

Basketball Coaching Level 2

Basketball Table Official Level 2

Full UK Driving License

**Skill Set**

I have experience of working in a variety of sales, customer service and administration roles, all within successful and established companies. I am computer literate in Word, Excel and Apple Mac I have adapted quickly to local systems.  I am confident and diligent in dealing with clients and I am able to work independently or within a team, and I am always motivated to succeed and have exemplary attendance and time keeping record.

**Interests and hobbies**

I enjoy the great outdoors, walking and trekking and keeping fit. I have completed a number of mass participation events for charity including the Gregg’s 6k Run. I played basketball to National league level. I also enjoy skiing and have traveled to a number of resorts in France & Switzerland. I have also traveled to South Africa for a three week support campaign at a local orphanage whilst a representative of the Round Square Organization. I enjoy music and live events, I have also attended numerous festivals & concerts. I enjoy travel and have been to number of European destinations on holiday.

**References**

1. Craig Saunders

MINI

Tel No: 07540933996

2. Jackie McIntosh

Office Manager

Miko Engineering Limited

Tel no: 01914280452

3. Duncan Young

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95 High Street

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