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| **11 St. nicholas drive, bedlington, northumberland, ne225se** |
| **PHONE 07790225863**  |

**joanne elizabeth clague**

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| **Personal Information** |
|  | * **Place of Birth: United Kingdom**
* **Full UK Driving license and UK passport**
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| **Profile****Target driven sales professional with many years’ experience which has expanded into management. Possess an insight and understanding of sales and marketing and their practical applications. Experienced team player with a proactive attitude towards sales targets, problem solving, innovation and change with a commitment to quality and improvement. Competent user of many PC applications including Microsoft Office.** |
| **EDUCATION** **GCSE :** **5 GCSE’s including Maths, science and English** |
| **Work experience** |
|  | **KJC-CADS Dec 2012 – present****Marketing Assistant*** Supporting business development expansion from the South East of the UK
* Project management of client portfolio
* Extensive verbal and written communication with existing and new customers
* Cold calling and social media use to establish new contacts and business
* Continually supporting client base

**Ross Ceramics Apr 2011 – Dec 2012** **Factory Operative*** Working in the finishing department producing ceramic cores
* Accurately prepared up to 250 aircraft engine turbine blade moulds each day

**Card Factory Oct 2009 – Mar 2011** **Store Manager*** Responsible for all aspects of the day to day running of the store
* Managed 5 members of staff including hiring and time sheets
* Ensured excellent customer service to visitors to the store

**Toad at the Clocktower Oct 2002 – Feb 2006 Assistant Manager*** Managed 20 staff. I would run the bar, stock take, deal with deliveries, cash up and also serve customers
* Responsible for the promotion and organisation of dance nights at local nightclubs including ‘Area,’ Watford, Liquid in Windsor and at the Toad at the Clocktower in Maidenhead

**David Lloyd Leisure, Maidenhead Dec 2000 – Oct 2002** **Membership Consultant / Aerobics Teacher Part - Time*** Responsible for sales and marketing
* Organised and executed local radio and newspaper presentations and promotions
* Planned club events and corporate functions
* Selling of club memberships from only a plan whilst facility was being built

**Healthlands International, Maidenhead Oct 1999 – Nov 2000** **Membership Consultant*** Devised a comprehensive marketing campaign for the promotion of this new club
* Successfully promoted the club to potential members, achieving a high ‘sign up rate’

**Cisco Systems, Cannes, France Oct 1998 – Oct 1999** **Event coordinator*** Planned and promoted a systems demonstration for the company
* Responsible for coordination of the event
* Overall responsibility for delegates and customer satisfaction

**Oasis Health and Fitness, Marlow Business Park Jul 1992 – Feb 1998** **Receptionist / Gym instructor*** Teaching classes, conducting fitness assessments and setting exercise programmes
* Organised club events, member evenings and corporate presentations
* Responsible for all aspects of administration and member satisfaction
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