Nicola Tracey

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Personal Statement

* Experienced in delivering first class customer service both face to face and over the telephone
* Confident personality
* Experienced in managing a small team of retail sales staff in the Middle East
* Experienced in generating sales and working to tight targets and deadlines
* Ability to prioritise and organise my own workload without supervision
* Results driven and a strong desire to succeed
* Good administration skills and knowledge of Microsoft programs
* Welcome the opportunity for company training and personal development

Employment History

**Select Clothing, Manor Walks, Cramlington**

**Position: Sales Advisor**

**Feb 2018-Present Day**

Responsibilities included;

**Achieving sales and profit targets whilst maintaining excellent standards of customer service Leading by example by acting as a role model for delivering outstanding customer service and creating a welcoming and friendly atmosphere for all customers**

**Achievement of daily and weekly KPIs such as sales and stock loss targets**

**Liaising with customers**

**Managing new marketing promotions and advertising**

**Merchandising**

**General store duties**

**Serving customers**

**Cash handling and stock replenishment**

**General administration duties**

**AA Insurance, Newcastle Business Park, Dec2010-Apr2012**

**Position: Sales Advisor**

**Reason for leaving: Moved to Dubai due to my husband’s employment.**

AA Insurance is a leading name in the insurance industry. I was part of a small team providing quotations for AA motor and household insurance policies.

Responsibilities included;

**Providing quotation’s for AA motor and household insurance policies**

**Renewing policies**

**Advising customers of additional upgrades available to them**

**Updating insurance policies accordingly**

**Taking credit and debit card payments**

**Responsible for my own leads and contacting prospective customers**

**Responsible for recording and monitoring team sales**

**Exceeding sales targets**

**Working as part of a team**

**General administration duties**

**Reporting to Team Manager**

**Bateel Sweets, Qatar, Doha, Middle East**

**Dec08 – July09**

**Position: Assistant Sales Manager**

Bateel is a world class brand in the premium confectionary industry which sells high quality dates and chocolates. I was responsible for promoting Bateel products to new and existing clients which included hotels and local businesses. I was also in charge of renewals for all existing contracts and supervision of the retail shop and managing a small team of five staff.

Responsibilities included;

**Managing and ordering stock supplies from Dubai HQ**

**PA to the group manager**

**First point of contact for all shop visitors**

**Serving customers**

**Cash handling and stock replenishment**

**Providing quotations to new clients**

**Renewing contracts for existing clients**

**Managing new marketing promotions and advertising**

**Supervising the retail staff**

**Processing invoices and payments**

**General administration duties**

**Persimmon Homes North East**

**Sep07- Jul08**

**Position: Sales Advisor**

Managing my own site and running the show area and marketing suite.

Managing all house moves on the site from the first point of reservation to final completion.

Responsibilities included;

**Selling new build homes**

**Negotiating property prices and deals**

**Negotiating incentives and part exchange offers**

**Selling upgraded finishing touches**

**Showing clients around the show area and available stock plots**

**Discussing current and future progress on the site**

**Advising clients of the different types of new build properties available on the development**

**Prioritising my own workload and generating leads**

**Completing reservations**

**Liaising with site staff**

**Reporting to Sales Manager**

**General administration**

**Towergate Risk Solutions Insurance Brokers, Newcastle upon Tyne, Jan06-Sep07**

**Position: Customer Service Executive**

**Zurich Insurance, Newcastle upon Tyne, Sep03-Jan06**

**Position: Customer Service Executive**

**Sitel UK, Newcastle upon Tyne, Nov00-Sep03**

**Position: Customer Service Executive**

**BT Call Centre, Newcastle upon Tyne, Sep99-Nov00**

**Position: Customer Service Representative**

Qualifications and Education

**BA Honours in Early Years, June 2017**

Northumbria University, Coach Lane, Benton.

**Gained 8 G.C.S.E’s grades B-D, 1991-1996**

John Spence Community High School, North Shields.