**Profile**

An experienced business manager with a consistent track record of successfully managing individual accounts and building client relationships as well as leading a team of field agents within a fast-paced competitive environment. Quick to grasp new ideas and concepts and thrives on achieving results that are solely target driven and within the tightest of deadlines. Self-motivated with the ability to work well on own initiative as well as being part of a team.

**Areas of expertise**

Business Development Compliance

Strategic account development Management of KPI’s

Negotiation Skills leading to a high rate of closed deals Customer Service

People Management Staff Development

**Work experience**

**Sales Negotiator – Altius Group**

**March 2023 – January 2024**

Altius Group is the market leader in business sales for corporate enterprises/SMEs/sole traders. Altius Group has in-depth market intelligence and cutting-edge technology, providing our clients with unparalleled success in buying, expanding, or selling their business. We look after our clients by maintaining regular contact guiding them throughout each stage of the process, giving peace of mind and reassurance that their business is in the right hands.

**Key Achievements**

* Agreeing a sale within 2 weeks of employment.

**Key Responsibilities**

* To achieve daily, weekly and monthly KPI’s
* Achieve target level of new business going to ‘under offer’ stage each month
* Achieve target level of completions each month
* Responsible for the development of the specified sectors
* Establish a network of ‘hot buyers’
* Liaise with Group trading partners & professional contacts
* Present the attributes of the Group
* Create good working relationships with other Group departments
* Responsible for regularly updating clients through telephone contact maintaining high levels of customer care in a busy office environment
* Manage and maintain a database of vendor/clients and purchasers
* To be able to work on your own initiative and to be able to implement ideas to customers
* Mantain high levels of customer services
* Arrange and obtain feedback on viewings

**Business Development Manager – Quickline Couriers**

**July 2022 – January 2023**

Quickline Couriers established in 2016 offer a premium same day dedicated delivery service nationally within the U.K and across Europe operating across branches in Liverpool, Manchester, Preston and Birmingham. As Business Development Manager for the newly opened Preston Depot my key role is to work alongside the Depot Manager to strategise and develop and increase the Lancashire region’s clientele to add to the revenue of the business.

**Key Achievements**

* Obtained a permanent contract within 3 months for showing initiatives and bringing in revenue for the business through canvassing the Lancashire area.

**Key Responsibilities**

* Promote the company and its services within confirmed sales territories both through canvassing and email and telesales follow ups.
* Contribute to the growth and development of the company in new and existing areas.
* Identify and highlight seasonal peaks and drops in revenue in order to actively continue to change the direction to obtain additional customers.
* Play an active role within the wider Business Development Management team to discuss best practice and share knowledge on sales strategies.
* Ensure regional and area managers are kept up to date by keeping the company’s management portal system up to date and through regular meetings.
* Ensure that set KPI’s are met.

**Business Manager – Morses Club**

**November 2015 – July 2022**

Morses club is the largest home credit provider within the U.K and as Business Manager operating in the North my role requires me to support and manage a team of 9 Self-employed agents covering a client base of 900+ to ensure that our customers needs our met in compliance with the company’s overall strategy.

**Key Achievements**

* Promoted to a 6 Month secondment to Area Manager in 2018 due to the leadership qualities displayed in the current role as Business Manager.
* Successfully lead and coached a team of Business Managers to maximise sales and increase the customer base.
* Increased the number of collections taken for the business within 6 months in comparison to the previous 6 months for the company.

**Key Responsibilities**

* Responsible for the Management of Self-employed agents to ensure that all territories are covered across the company’s customer base.
* Ensure that all agents are compliant with legislation and are adhering to the strict guidelines set out by the business when visiting customers/clients.
* Assist Agents to maximise their own development through the means of regular business reviews and one-to-ones incorporating coaching and mentoring to ensure motivation is maintained.
* Manage and conduct regular audits with clients to ensure that agreed standards of service are being met and problems/disputes are being resolved quickly and efficiently.
* Responsible for identifying shortfalls in performance against targets ensuring that measures are quickly put in place allowing Agents to maximise their territory potential and commission earnings.
* Ensure that the appropriate controls are in place across the territories to safeguard the Company's assets and promote a healthy and safe working environment for all field-based staff.

**New Business Manager- Energisave**

**June 2014 – November 2015**

Energisave supports SME’s to save on their energy bills, within the role I account managed over 18 New business clients ensuring that they were fully supported in the early days of their contracts as well as promoting the service to potential new businesses with the drive to seal new deals.

**Key Achievements**

* Generated a sales revenue of over £300,000 for the company by securing contracts with key businesses across the Northwest.

**Key Responsibilities**

* Contacting small/medium businesses to discuss potential savings on their energy supplies
* Account management of new contracts for upto 6 months to ensure that the client’s needs are met and all questions and concerns are dealt with promptly in order to build and secure the client- customer relationship.
* Ensuring all new businesses are acquired and contracts drafted in line with the business guidelines and DPA legislation
* Following up on leads and negotiating contracts with new businesses to ensure weekly and monthly KPI’s are met.
* Training and development of new starters into the business, acting as a mentor for company best practice.

**Account Manager – Badger Office Supplies**

**April 2012- June 2014**

As Account manager at one of the U.K’s leading trade distributers in printer consumables I managed over 25 business accounts ensuring that all client needs were met and any queries and complaints were dealt with quickly and promptly as well as acquiring new clients for the business.

**Key Achievements**

* Selected to represent the company at a trade fair in Germany to maintain contacts with the industry and current clients. Whilst promoting the business to acquire new customers and scout for potential suppliers.

**Key Responsibilities**

* Managed Trade accounts to ensure that the client-business relationship was maintained to the highest of standards
* Dealt with client queries and complaints promptly to ensure a satisfactory resolution was reached for both parties
* Generated new business by following up on leads and researching the market requirements
* Negotiated orders and Identified opportunities for further sales

**Development Manager – Provident Personal Credit**

**June 2003 – February 2012**

Part of FTSE 250 company Provident are suppliers of a wide range of financial products as Development manager I was responsible for managing a team of 14 field agents whilst continuously developing the business, improving ongoing practices and ensuring compliance with legislation and company policy.

**Key Achievements**

* Promoted to represent the business at sales fairs and other events as I was awarded the title of best performing manager within the region consecutively over a period of 8 months
* Due to the above was assigned a project to upskill other managers on company best practice and compliance which involved analysis of data to determine the gaps in performance between my region and others and successfully targeted the training in line with the regional requirements
* Won a holiday to Marbella in recognition for consistently exceeding the company’s sales targets and KPI’s

**Key Responsibilities**

* Managed a group of self-employed agents ensuring that they met and adhered to set targets and KPI’s
* Developed and trained new agents into the business to ensure that they were fully competent to represent the business in the field
* Formulated and monitored agent’s growth and performance objectives via regular one to ones
* Vetted and authorised credit applications ensuring all compliance standards were met
* Conducted home visits to customers to manage arrears cases and resolve queries promptly
* Conducted weekly briefings ensuring a clear line of communication between the field and management
* Performed audits to ensure agents were complying with company procedures and legislation
* Created incentives to maintain motivation within the team

**Team Leader /Trainer – First National Tricity Finance Ltd**

**October 2000 – June 2003**

**Key Responsibilities**

* Monitoring and ensuring that inbound calls were responded to in accordance to the SLA’s set
* Management of escalated calls into the business to ensure a satisfactory resolution was reached
* Ensuring that set KPIs were managed and met according to the business targets
* Co-ordination and delivery of weekly team meetings
* Training for advisors on new processes implemented

**Summary of qualifications**

* **Personal Development Course (Manchester Marriot Hotel, 2008)**
* **Assertiveness Course (Birmingham Orange Centre, 2004)**
* **Bsc Hons (Engineering 1997-2000)**
* **12 GCSE’s including English and Mathematics**