CV  
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# About Me

I am an experienced and focused Sales / Customer service professional who has recently relocated back to London from Leeds. I would like to be considered for any suitable roles like this that you may have available and believe I have experience which makes me able and ready to succeed in a variety of positions. I have proven I can manage existing relationships across a number of different stakeholders both internal and external to a company as well as use a wide variety of software for reporting and management functions across my supervisory positions. I have proven the ability to work towards and exceed targets and keep up a consistent high quality and high intensity of work under busy and high-pressure situations.

Due to familial connections and time spent living in Spain, I also speak Spanish at a B2 Level (Intermediate Level / Working Proficiency)

# Work Experience

## May 2022 – December 2023

### Sthree Plc*– Associate Recruitment Consultant*

I began working for Sthree Plc an associate consultant insurance consultant. Sthree is the largest, specialist STEM recruitment agency in the UK and I performed 360 recruitment for the contract roles in the Quality Assurance and Regulatory Affairs sectors for medical device companies based in the North. This role was largely self-directed teaching me great time management and organization skills. Additionally, I’ve learned all parts of the recruitment life cycle and developed a great deal of emotional skills having to frequently communicate both positive and negative news to candidates.

I pitched for business across a variety of platforms mainly on the telephone, using the company’s salesforce database, but also supplemented with LinkedIn (statuses, recruiter inmails and connections) as well as email campaigns and various job boards (indeed, cvlibrary, reed etc.)

Key Achievements:

* Most ‘Quality’ deals with new clients across all associate consultants since I joined.
* Won awards for highest activity in the team across 3 out of my last 5 months.
* Most jobs pulled with new clients and/or existing clients across all associate consultants in 2023.

## September 2019 – April 2022

### Oh Goodlord Ltd *- Senior Insurance Consultant*

I began working for Goodlord as an insurance consultant. Being one of the largest tenant referencing platforms in the UK, my job was to contact tenants ahead of their move to help them source the best tenants’ contents and liability insurance options available to them.

As the team and company grew, I took on more responsibilities, being offered the duties as the sole point of contact for landlords that used the platform to help find the best buildings, rent protection, legal expenses, and contents policies for them too.

These were heavily sales-based roles, where I averaged around 120 calls per day, spending over 3 hours on the phones each day and consistently outperforming my targets.

Due to maternity leave in the team, I became acting senior insurance consultant for the final 6 months of my tenure, helping coach and mentor fellow consultants as well as acting as point for any queries they have on our offerings.

## February 2016 - October 2017

### Hamilton Fraser Insurance Services Plc. *- Group Sales account handler*

I joined the Client Money Protect and Property Redress Scheme team, within the HFIS Plc group, working as the sole membership officer, in a newly created role within the fast-growing schemes. With a sales focused attitude, I ensured and assisted all potential members with their applications, which involved reviewing bank statements and credit scores on the Equifax platform, additionally directing them to any of the other products within the company group that they could be suitable for.

As well as processing all cheque, BACS, and card payments through the Sage Pay system, I also assisted members with renewal of their subscriptions, including chasing them up in advance via telephone and email as well as contacting them via SMS using the Pure360 system. I was also tasked with assisting the audit team with members who became non-compliant. I was responsible for responding to all membership related calls and email queries received, as well as being involved with creating and maintaining key spreadsheets and databases that enabled the scheme to operate more efficiently as it grew.

Having achieved a great number of cross sales for the business in my previous position, I helped to form a new team becoming the founding member of the group sales account handlers, specifically designed at achieving sales for the group’s property insurance products. I was tasked to form good relationships with existing and new clients, advising them on the best products for them. Using a number of systems such as Transactor and SMM I was able to broker products backed by insurers such as Allianz, Covea, RSA and OIM. With this role, I also attended a number of events, such as the Property Investors Show, where I was able to attract new clients on a face-to-face basis. As the client base grew and I formed relationships with a number of landlords with large portfolios, I would also advise them on other products they could be suitable for, and how to stay compliant with the changing legislation; as well as how they could go about making claims, should the need arise.

# Education & Training

## 2020 - 2023

### Open University

Certificate of Higher Education (Open) - CertHE

I studied a Certificate of Higher education (open), this allowed me to combine modules at undergraduate level from a variety of subjects, of which I chose Mathematics, Computer Science and Business Management.

## 2003 - 2010

### Queen Elizabeth's Barnet

A-levels

Sociology (Grade: B)

Politics (Grade: C)

Computing (Grade: D)

GCSEs

PE (Grade: A\*)

Science (Grade: A\*)

Additional Science (Grade: A)

Business Studies (Grade: A)

French (Grade: A)

Mathematics (Grade: B)

Geography (Grade: B)

English (Grade: C)

English Literature (Grade: C)

Design Engineering (Grade: C)

## 2022

### St Johns Ambulance

Emergency First Aider (Expires Nov 2025)