

Conor Lewis

Senior Customer Account Manager - Buy As You View

Rushden

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WORK EXPERIENCE

Senior Customer Account Manager

Buy As You View - Peterborough - 2016-02 - Present

Whilst at Buy As You View this time it was my role to look after the Northamptonshire, Peterborough, Spalding And Melton Mowbray area. This customer base exists of over 1000 customers and a £1million loan book. The role is very much the same as the first time I was there just with a bigger area to cover with more customers. I am still targeted on debt reductions and sales per week. I hit these targets regularly and ensure that I am constantly striving to do better.

Personal Detail

Date of Birth:- 06/12/1992 Nationality:- British Driving Licence:- Full & Clean Health:- Excellent

Kitchen Designer

Howdens Joinery Corby Depot - 2015-11 - 2016-02

This was exactly the same role as at Wellingborough, the only difference was that I went from a depot with three full time designers to having the responsibility of being the only full time designer in the depot. This made it a lot more important for me to hit targets each month.

Kitchen Designer

Howdens Joinery Wellingborough Depot - 2015-02 - 2015-11

Whilst at the Wellingborough Depot it was my role to go to potential clients properties and measure up their kitchens and occasionally bathrooms. I would then sit down with the client and discuss what they want from their kitchen and using a few key questions and what you have learnt about the client through chatting and design their kitchen on the CAD system back at the depot. I would then invite the clients in to the depot to see a presentation of their potential kitchen. If they wanted any changes making we would do this at this time and then price and sell the kitchen. I was targeted on the amounts the kitchen sold for aiming to hit up to 50000 pound before VAT in a 4 week period. One of my proudest moments whilst doing this was being the first in the depot to sell the new premium carcass.

Sales Representative

Howdens Joinery Milton Keynes Depot - 2014-07 - 2015-02

Whilst at the Milton Keynes Depot it was my role to drive around the different areas in Milton Keynes looking for potential customers. I would spend a week in each area that we were allocated driving up and down each road looking for tradesmen that could benefit from the deals that Howdens had to offer. When i came across one I would get out and go over and talk to them to see if they had an account already or if they needed one setting up. I was targeted each month to get an increasing amount of credit accounts which I hit every month. It was also my role to build a rapport with existing customers both in and out of the depot and find out if they had any jobs on that would benefit from the current deals.

Customer Account Manager

Buy - 2012-02 - 2014-07

Whilst at buy as you view I Managed the area of Northamptonshire, with over 600 existing customers to look after. Some of my daily duties include dealing with customer enquiries and complaints, collecting payments from customers. Whilst doing this I ensure that customers pay on time and keep there account up to date, but at the same time if they have problems deciding whether it would be best to terminate the contract or whether we can work with the customer in other ways like restarting the finance agreement. These sort of decision are common from day to day. I also have to organise my day, this includes keeping to my arrangements with customers and it also includes planning the arrears doors that need to be knocked and making sure there are done in the most efficient way possible. I am also targeted on my sales, making sure that I am always selling more than is being collected. This is done by selling to new and existing customers. Our bonus works on the amount of money we collect plus making sure our customers are paying on time and then I also work towards, often exceeding, a separate bonus based on the a percentage of customers we have on round each week.

New Business Controller

Howdens Joinery - 2010-04 - 2012-02

During my time at Howdens Joinery I was in charge of 2 regions of the UK, consisting of 150 plus depots. Whilst looking after these depots I had to Credit search customers using Experian, after this I decided appropriate credit limits and whether to give them a credit account or to decline them. My roles also included account changes including address and company name changes, which needed to be checked and confirmed on 'companies house' then liaising with depot managers and reps over the phone when problems occurred. This was all managed on monthly targets of how many accounts I could put on a week. Then once a year for 2 weeks in December we had to help credit control chase the customers for the money that was owed.

EDUCATION

Manor School And Sports College
2004 - 2011

ADDITIONAL INFORMATION

I am a driven, hard working and enthusiastic person with a large degree of loyalty. Thriving on success and exceeding goals and expectations. I always meet new goals with a positive and proactive ambition, which would be expected, to succeed in a sales environment. Being a very outgoing character, working well on my own initiative and also constructively within a team. My key strengths are enthusiasm and resilience. I feel possessing these qualities are essential of any successful sales person. Along with these skills I am persistent, when I am set a goal I always apply 110 % effort, making sure the needs of the customer are put first to ensure the highest customer satisfaction. Whilst doing this, I am always self critical, to improve myself and perform to the best of my abilities always.

Key Skills

- Ability to engage with people quickly and very effectively, leading to strong customer relationships over the phone and in person, with over a years experience managing accounts for buy as you view.
- Proven that I can work in regional roles from my previous employment, with a sound sense of direction.
- Strong charismatic personality, which enables me to adapt to all levels and diversity of people.
- An appetite and aptitude to embrace personnel development, always wishing to evolve my personal skill set.
- Ability to develop and implement sales strategies with new and existing customers.

Qualifications

9 GCSE's Graded D and above

NVQ Level 2 Business and Administration

Systems Experience

Microsoft Word, Excel, Power Point, Outlook, Sap