

C.V.

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Profile:

A business development and operations professional, I have the ability to take on top-down directives and use my team and management skills to achieve goals.

I successfully achieve change and quality improvements through the effective management of the needs of stakeholders, client groups and consumers. With a meticulous attention to detail, I find effective solutions through creative thinking.

Work History

Running a Membership website - www.skill-base.co.uk - From 2009 to Present

I used the time as a career break. The website just about takes care of itself now so I am looking to return to full, part-time or contract employment.

Business Development Manager - The Ideal Cleaning Co. Ltd - November 2006 - March 2009

Achievements

- Improved sales growth into Facilities Management companies and independents.
- Constructed an effective operations management and quality system and was responsible for creating the company's Operations Manual which served as a template for seeing contracts through from inception to completion.
- Responsible for budget and cash flow forecasting and budget planning.
- Workforce and Logistics management.

Field Sales, progressing to Sales Management - FPT (UK) Ltd - June 1992 to April 2006

Achievements

- Building and managing a sales team for the southern region.
- I introduced a successful 'Contact Management System' for our sales people. It helped them become better time managers, to ask the right questions of the clients and therefore get to know their client's businesses intimately. To go beyond asking comfort questions and really discover the client's needs and to quickly evaluate what the next step in the sales process should be.
- As the Key Account Executive, responsible for servicing the larger; high spend paper and process manufacturing accounts in the South East, I increased the diversity of products sold into our clients.
- Setting and implementing sales and revenue targets and budgets.
- Negotiated the supply of resources from Product Managers and Suppliers which enabled the sales-force to offer regular sales drives into new and existing accounts, of specialist, second-line products.

Operations Manager – Dina Kent Ltd - December 1985 May 1992

Achievements

- Developed a work management tracking system for the engineering department.
- Constructed a JIT Management system for the purchase and supply department.
- Set up a staff training, motivation and development system for staff.
- Project managed change within the organisation to achieve cost reductions and work-smart practices.

Detached Youth and Community Worker - Kent County Council -
Internal Sales Engineer – Bearing Service Ltd -

1982 - 1985
1980 - 1982

Key Skills

During my career to date, I have undertaken training courses in and had practical experience of –

- Telephone sales and effective communication
- Copy writing and business to Business communication
- Field sales and product knowledge training
- Effective Leadership and Team Building
- Operations Management
- Project Management for implementing change
- Sales Management
- I have also had training and gained experience in various Computer Software Programmes, including;
- Word Processing and e-mail applications
- Sales and Contact Management applications (Kerridge)
- Windows based Publishing and Spreadsheet applications

The Future:

I am now looking for a position which will stretch my management, team building and business development capabilities while allowing me, when needed, to diagnose, implement and put in place systems and procedures which will benefit the company I work for.

Education:

'O' Level, Art, English Language, English Literature, Physics, Maths, Social Studies and Social Economics.

B.A Degree foundation course in the Arts with the Open University; covering, Art History, Literature, History, Philosophy and Religion.

Personal

I take part in a wide variety of sports. I take a keen interest in Newtonian Physics and our place in the universe. I have an interest in creative writing and have submitted Television and Radio scripts. I face a constant battle to reduce my Golf handicap.

REFERENCES – Available on request