

## Vincent Brown

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**Driving Licence:** Full Irish

I am an extremely dedicated, diligent and determined Sales Manager. After graduating from NUIG in 2016, I progressed through various marketing and sales roles until I found my true passion in technology. Since working as an LTE sales executive in Imagine Communications this is where I also found a passion for performance and target based environments. After my second year of being the top performer in a large sales environment my ambition for management in I.T. brought me to Code Institute where I took on various challenges in a startup environment. This allowed me to take on many management duties and responsibilities in order to maintain fast paced growth. Along with these duties I also pursued to develop my management and IT education by studying a Diploma in Management with DBS as well as doing a course designed to enable non-tech professionals to work better with IT professionals. I am an organised person who works well in dynamic environments, especially when working towards deadlines and targets.

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**Oct 2020 - Present**

**UK Regional Lead/ UK Sales Manager**

**Duties/ Roles:**

- Becoming the primary training provider in full stack development within the UK was a company objective set out, to achieve this I chose a team of high performing sales agents to train and develop. After 2 months in this role, I had trained up the team to achieve our Q1 target for 2021. This required training of junior sales people with limited experience and nurturing those into a high performance sales team.
- Building and growing a high performance and self driven team
- Agreeing on commission and bonus structure with Senior Leadership Team as well as Junior and Senior Sales KPIs and targets
- Training and development (mixture of experience and non-experienced salespeople)
- Monitoring of achievable targets and Must do's, should do's and could do's (KPI's)
- Agreeing on commission and bonus structure with Senior Leadership Team as well as Junior and Senior Sales KPIs and targets

**May 2018 - OCT 2020**

**Code Institute - Education Advisor/ Sales Executive**

**Duties/Roles:**

- My main objective at Code Institute was revenue generation for the company to invest this revenue back into the company's growth.
- In terms of selling; this was a consultative sales role that required various types of selling approaches and proactive selling techniques.
- Hosting and delivering professional presentations and events on a bi-weekly basis with numbers on average between 20-120 people. The past year I have co-hosted all of our UK events online via webinars.
- The purpose of this is to give a very clear professional and practical presentation of the Software Development process and our programme. This often required meetings with potential partnering companies to help create new ideas and course structures that benefited both parties.
- In 2019 I had overachieved on my annual target of €544,500 by August of that year bringing in a new company record of €818,961 achieving 150% of my annual target. The following year the department was split in two teams with myself as UK Sales manager and the Rest of World team managed by our department head. This was underway for months and in October the change of role took place, at that stage my focus was on training and development but still achieved over 100% of my annual target.
- After 6 months at Code Institute I was approved to change our templates and optimise the selling tactics across our team which saw an overall increase for individual and overall team performances.

**Outside of my duties:**

- Negotiated and arranged the set up of the company's VOIP phone system while we expanded.
- Set up and maintain all communication equipment for staff members

- Worked closely with a non-profit to help retrain refugees that were under being rehomed.
- Training and development of the internal sales process; developing the broader team members sales process.
- Monitoring and tracking of teams KPI's (dials, talk time, sales etc.)

**Jul 2016 –**

**Imagine Communications  
LTE Sales Executive / Sale Help Desk Manager**

**Duties/Roles:**

- Meet and Exceed team/individual targets
- Manage Sales HelpDesk (Portal for technical and international queries)
- Follow up on customers' requests for callbacks and queries regarding online quotations and service information
- Build and maintain positive customer relationships developing a pipeline through customer referrals and recommendations
- Cold calling
- Selling into Ireland's residential and SMB market
- Following up on leads generated through field agents, inbound calls via recommendations or road signs or by various forms of online inquiries
- Keep up to date with all product information: price, speeds, what to expect, set up fees, equipment, phone rates, privacy and protection of personal information, contract, Terms and conditions etc.,
- Ensuring trust and reliability of personal info, banking information and no lapse in service (especially in cases with medical monitoring devices)
- Liaise with the accounts, marketing, scheduling and engineering departments whilst keeping the customer updated which has led to my recommendation generating further leads
- Resolving customer queries through the process from order to install and thereafter

**May 2012 – 2016**

**Caramba Ltd.  
Administrator & Warehouse Operative**

*Caramba is a small Irish clothing wholesale based company. Being a small workplace each member took on numerous roles where required.*

- Reporting directly to the Office Manager
- Sales: Dealing with customers by phone and in person by guiding them through the product lines
- Meeting strict standards of health and safety.
- Operation of forklift.

**Aug 2015 – 2016**

**Brandtactics  
Advertisement Officer**

- Establishing and creating new business
- Developing the Brand Tactics brand via partnered businesses and charity events
- Organising various forms of events to promote business

**Education:**

<b>Current:</b>	<b>Diploma Full Stack Software Development, Code Institute</b>
<b>2020:</b>	<b>Diploma in Management Studies, DBS</b>
<b>2019:</b>	<b>Diploma in Tech Fundamentals, Code Institute</b>
<b>2018:</b>	<b>Accounting and Business Basics, ITU</b>
<b>2016:</b>	<b>Bachelor of Arts, NUI Galway</b>
<b>2013:</b>	<b>Leaving Certificate, Ratoath College</b>

**I.T. Proficiency:**

Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Realex, UNO, VOIP phone system, Zoiper, SJ, Hubspot, Google Drive, Google Cloud, HTML 5, CSS 3, Bootstrap 4.21, Javascript 3, Github, Gitpod, Sublime Text,

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**References available upon request**