

Alex Francis

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<https://alex-francis-online-cv.vercel.app/>

I am a trusted and experienced individual, with a strong service background and the drive to succeed. My professional feedback says that I am driven but calm, reliable, honest and consistent. Through my career I have held positions where I am required to take the reins and direct people and assets. I take responsibility in a role to ensure it is accurately managed.

My proactive stance means I strive to develop myself to deliver on high quality service to customers and colleagues. I am highly adaptable and have a perpetual goal to improve myself and learn. I am now looking for the next upward step in my career to expand my skill base and broaden my experience.

Job History

Big Tyres LTD - Nottingham

From November 2022 – Present

Role: Data Administration Services (Part Time)

Due to my positive history with Big Tyres LTD, I was asked if I would like to return in a temporary measure to provide data services for the e-commerce back-end. This role is allowing me some practical interaction with data whilst allowing me to continue my Web Development training.

- **New Product Entry and Updating**
 - Taking new product files and reformatting data to adhere to pre-defined schema and updating existing product lines with new SKUs.
 - Researching relevant information for new products. E.G EU tyre label for eligible products or finding assets and information in order to properly market new products.
 - Both actions require heavy use of excel and PHP import tools to a Magento back-end.
 - Bug fixing, if there are any issues with the data import.
- **Inter-Departmental Relations**
 - Liaising with the Sales and Customer Services manager on adding relevant products and marketing direction of new brands and products.
 - Requesting training on best practice for new items in order for data to be consistent and scalable in future from Web Development Lead.
 - Working with suppliers when required to acquire product specific information.

Learning Sabbatical – Nottingham

From December 2021 – October 2022

Reaching the conclusion of my previous role, I have taken time for personal development and retraining. This time has been spent learning Front-End Web Development and programming. The skills I have learnt are as follows, with further knowledge growing daily:

Aspects I am training in:

- Python
 - General logical operators and rudimentary programs
 - Tkinter
 - Data processing using modules such as Beautiful Soup and Pandas
 - API usage
 - Selenium
 - OOP
- Front End Website Languages
 - HTML
 - CSS (with Tailwind and Bootstrap basics)
 - Javascript
 - React
 - NextJs
 - Templating using EJS
- Back-End
 - Node.JS
 - Express web applications
 - Flask
 - Git and Version control
 - Familiarity with databases such as MongoDB using ORMs (such as Mongoose)

Big Tyres LTD – Nottingham

From September 2020 – September 2021

Role: Sales and Customer Service Manager

Due to my success with my previous role, I was promoted within the business. As an extension of my previous role, additional responsibilities included:

- Staff Management
 - Managing a small team of Sales and Customer Service staff to deliver excellent service and drive sales for the business.
 - Offering appropriate training to staff on new products and processes that will affect the business.
 - Handling staff issues such as holiday and team meetings.
- Sales
 - Managing the Sales across the team to meet quarterly targets agreed with upper management.
 - Identifying sales opportunities to excel profit.
 - Managing high pressure/high profit orders personally or supporting the Sales and Customer Service team from sale inception to conclusion.

- Business to Business Relationships
 - Engaging with Supplier representatives to maintain database, pricelists and negotiating best pricing for orders of mutual benefit.
 - Working with established networks of contacts to source and supply specialist items as required.
 - Understanding of supply chains from manufacturing to end product - pressure points, expectations and repercussions that can affect the business.
 - Working on establishing accounts and relationships with new suppliers.
 - Know where the limits of the business relationship lie and ensure they are respected.

Big Tyres LTD – Nottingham

From: June 2017 – September 2020

Role: Sales and Customer Service Representative

- Service Management
 - Maintaining B2B relationships with our suppliers to manage orders and promote coordination to deliver goods to the end user.
 - Liaising with service providers to keep customer who require work conducted on site up to date.
 - Building working relationships with longer term customers to maintain rapport and ongoing Sales.
- Sales
 - Taking customer inquiries via a variety of means such as phone, email and Livechat.
 - Interpreting the information provided to direct the customer to the appropriate product and identify opportunities for upselling as required.
 - Handling both cash sales for goods and taking payment via multiple platforms.
 - Making sure all processes are followed when dealing with customers outside of the UK and ensuring VAT compliance (Pre-Brexit).
- Customer Service
 - Answering any questions customers have in a fast and effective manner via a means suited to the customer.
 - Resolving any complaints may arise. E.g. Delivery, warranty etc.
 - Engaging with the customer in a formal but approachable way to discuss what would suit their requirements best.

Fortis Student Living – Nottingham

From: January 2017 – May 2017

Role: Accommodation Manager

- Facilities Management
 - Management of building faults through dedicated reactive system.
 - Responsible for day-to-day operation of a 102 room student

- accommodation block with duties conducted on an ad-hoc basis on three further buildings.
 - Liaising with contractors on work conducted.
- Sales
 - Handling of inquiry from initial interest to finalizing deposit on bookings.
 - Answering inquiries via several methods including email, telephone, face-to-face and text where required.
 - Providing detailed information on all Nottingham Properties, delegating enquiries where necessary to colleagues.
- Customer Service
 - Answering any on-site questions for residents and managing any complaints voiced.
 - Creating bookings and amending according to customer preference.
 - Providing concierge service by providing information on local area, receiving parcels for residents and managing social media presence.

Premier Inn, Warwick – Thyme

From: December 2014 – December 2016

Role: Duty Manager

Based on my performance and customer service skills from being a Team Member, I was promoted to Duty Manager within Premier Inn

- Safety and Security
 - Safety and security of all guests within the 124 room hotel (approx. 350 guests at peak)
 - Safety of staff on site in event of emergency (up to 20 staff)
 - Participating in regular fire test procedures such as fire alarm testing and drills.
 - Experience with CCTV systems
 - Experience with working with the police after an incident
- Staff Management
 - Directly managing a team of multiple staff from receptionists to chefs.
 - Staff training of all new starters in brand standards and SOPs
 - Providing health and safety training and information to staff
 - Ensuring high standards of service throughout the shift
 - Maintaining excellent relations between Ground Floor and Housekeeping departments
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- Financial Admin Experience

- Till counting
- Cash handling
- Responsible for End of Day cash tallying and banking ranging from £1 up to thousands
- Safe Holder responsibility of house float
- Ad-hoc support for other departments such as Housekeeping and Kitchen.
- Complaints handling – face-to-face, online and via phone

Premier Inn, Warwick – Thyme

From: August 2013 – December 2014

Role: Team Member

- Establish fast and friendly relationships with guests
- Attention to detail e.g., Order taking, special orders, allergies etc.
- Time Management
- Cleaning and Minor Maintenance
- Engaging with my team to provide high quality service.

Volunteer Work

Name: Raleigh Research Project

Role: Interviewer

Date: March 2013 – May 2013

- Public Interaction – Face-to-Face
- Information Gathering
- Working to Deadlines

My Skills

- Patience
- Data collection and manipulation using Excel
- Maintaining data integrity and consistent format

- Excellent customer service experience
- Team-player and leadership qualities
- Excellent inter-personal skills with customers, colleagues and suppliers
- Keen analytical skills and attention to detail
- Able to work strongly individually or collectively as part of a team
- Adaptable
- Critical cash handling experience and responsivity
- Clean driving licence for 10+ years
- Strong computer & PC skills including experience with in-house systems and software. E.g. Salesforce
- Experience of statutory health and safety legislation such as RIDDOR and HACCP system.

My Character

- Reliable and driven to success
- Eager to face new challenges
- Goal focused
- Perpetual drive to learn new skills
- Calm under pressure

Qualifications

- British Institute of Inn-keeping Awarding Body level 2 award for personal licence holders
- **2:1 in BA History from Nottingham Trent University**
- Grade C A-Levels in History, Classical Civilisation and Politics
- Grade B GCSE Maths and Grade C English GCSE
- Further 5 Grade B GCSEs

Hobbies & Interests

Keen on watching live music
Hiking - Peaks District and Forests
Big PC Enthusiast (Factorio is King)
Manage a Dungeons & Dragons/ Pathfinder Campaign group
Custom PC construction and modification
Cooking

References

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