

Alex Francis

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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 been elevated to 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 demeanour means I strive to develop and excel myself 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

Alex Francis Data Services – Self Employed

From November 2022 – Present

Role: Data Administration Services (Contractor)

Due to my positive history with Big Tyres LTD, I was asked if I would like to return to provide data services for the e-commerce business as a contractor. This role has allowed me some practical interaction with data and learn additional skills associated with data handling and management.

- **New Product Entry and Management**
 - 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 to properly market new products.
 - Ensuring data integrity for existing products & bug fixing.
- **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 for data to be consistent and scalable in future from Web Development Lead.
 - Working with suppliers when required to acquire product specific information.
- **Front-End Building**
 - Creating new assets for the Big Tyre LTD website using Magneto drag and drop tools as well as graphics and banner material.
 - Configuring new pages and elements using Tailwind CSS.
 - Working with the IT Manager to resolve bugs and discuss best practices for new pages.

Learning Sabbatical – Nottingham

From December 2021 – October 2022

Reaching the conclusion of my previous role, I took time for personal development and retraining. This time was spent learning Front-End Web Development and programming. The skills I learnt were:

- Python
- HTML, CSS (with Tailwind and Bootstrap basics), Javascript
- React / NextJs
- Node.JS

Big Tyres LTD – Nottingham

From September 2020 – September 2021

Role: Sales and Customer Service Manager (Internal Promotion)

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.
- **Sales**
 - Managing the Sales across the team to meet quarterly targets agreed with upper management.
 - 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.
 - Understanding of supply chains from manufacturing to supplied product - pressure points, expectations and repercussions that can affect the business.

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.
 - 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.
- **Customer Service**
 - Answering any questions customers have in a fast and effective manner via a means suited to the customer.
 - Engaging with the customer in a professional but approachable manner to discuss what would suit their requirements best.

Fortis Student Living – Nottingham

From: January 2017 – May 2017

Role: Accommodation Manager

Premier Inn, Warwick – Thyme

From: December 2014 – December 2016

Role: Duty Manager (internal promotion)

Premier Inn, Warwick – Thyme

From: August 2013 – December 2014

Role: Team Member

Volunteer Work

Name: Raleigh Research Project

Role: Interviewer – Summer 2013

Professional Skills

- Data collection and manipulation using Excel
- Maintaining data integrity and consistent format
- Excellent customer service experience
- Excellent inter-personal skills with customers, colleagues and suppliers
- Keen analytical skills and attention to detail
- 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.

Personal Skills

- Patient
- Adaptable
- Team-player and leadership qualities
- Inter-personal skills between both individuals and departments
- Calm under pressure
- Driven to accomplish

Qualifications

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

Hobbies & Interests

Hiking - Peaks District and Forests

Big PC Enthusiast

Manage a Dungeons & Dragons/ Pathfinder Campaign group

Custom PC construction and modification

Cooking