

## **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.

### **Data Administration Services (Self Employed Contractor) for Alex Francis Data Services November 2022 – Present**

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 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:

<ul style="list-style-type: none"><li>• Python</li></ul>	<ul style="list-style-type: none"><li>• HTML, CSS (with Tailwind and Bootstrap basics), Javascript</li></ul>
<ul style="list-style-type: none"><li>• React / NextJs</li></ul>	<ul style="list-style-type: none"><li>• Node.JS</li></ul>

### **Sales and Customer Service Manager (Internal Promotion) at Big Tyres LTD September 2020 – September 2021**

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.

### **Sales and Customer Service Representative at Big Tyres LTD June 2017 – September 2020**

### 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.

### **Accommodation Manager at Fortis Student Living January 2017 – May 2017**

### **Duty Manager (internal promotion) at Premier Inn December 2014 – December 2016**

### **Team Member at Premier Inn August 2013 – December 2014**

Professional Skills	Personal Skills
<ul style="list-style-type: none"><li>• Data collection and manipulation using Excel</li></ul>	<ul style="list-style-type: none"><li>• Patient</li></ul>
<ul style="list-style-type: none"><li>• Maintaining data integrity and consistent format</li></ul>	<ul style="list-style-type: none"><li>• Adaptable</li></ul>
<ul style="list-style-type: none"><li>• Excellent customer service experience</li></ul>	<ul style="list-style-type: none"><li>• Team-player and leadership qualities</li></ul>
<ul style="list-style-type: none"><li>• Excellent inter-personal skills with customers, colleagues and suppliers</li></ul>	<ul style="list-style-type: none"><li>• Inter-personal skills between both individuals and departments</li></ul>
<ul style="list-style-type: none"><li>• Keen analytical skills and attention to detail</li></ul>	<ul style="list-style-type: none"><li>• Calm under pressure</li></ul>
<ul style="list-style-type: none"><li>• Strong computer &amp; PC skills including experience with in-house systems and software. E.g. Salesforce</li></ul>	<ul style="list-style-type: none"><li>• Driven to accomplish</li></ul>

### 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

<ul style="list-style-type: none"><li>• Hiking in the Peak District</li></ul>	<ul style="list-style-type: none"><li>• Managing a Dungeons &amp; Dragons/Pathfinder Campaign</li></ul>
<ul style="list-style-type: none"><li>• PC enthusiast, custom builds</li></ul>	<ul style="list-style-type: none"><li>• Cooking &amp; Baking</li></ul>