

Jools Haddon



Tel: +44 1283 249924 Mobile: +351 91 807 0608
email: joolshaddon@cirutaconnect.com

Key skills include: Sales and lead generation management.
Operations management; delivering service level and exceeding commercial objectives.

Employment:

June 2017 – Present day *CirutaConnect*

Sales Director

Responsible for sourcing new clients, and making outbound sales calls. Managing a virtual team of sales and support specialists, offering bespoke sales and lead generation solutions. CirutaConnect provides a personalized approach to outbound calling, focused on building relationships with our clients and their customers.

April 2016 – June 2017 *Norango*

Sales and Marketing Executive

Responsible for sourcing and signing up new clients, social media strategy, and client reviews. Norango is a virtual Cloud contact centre, so my role was remote working. I also handled calls in the contact centre itself, in order to keep my skills and knowledge up to date.

September 2013 – October 2016 *Teleperformance Portugal*

CCM - Facebook and Education First, and proofreader

Whilst managing the outsourced B2C sales programme for Education First, I led the teams to record-breaking sales of €1.2 million gross sales per month, and reduced cancellation rates from between 40-50% to 10%. This business won the CCW 2015 Gold Award for best Sales campaign in the world. I was then CCM for Facebook, managing sales and customer support for SMB Facebook B2B advertising customers.

March 2011 – September 2013 *Injixo (part of the Invision Group) and TCCS*

Telesales Manager

Invision develop WFM SaaS. I set up and developed their telesales team, and implementation covering UK, Ireland, The Netherlands and Scandinavia. Invision also bought out The Call Centre School (TCCS), and I was also responsible for establishing this brand and the e-learning modules in the UK. In my time in this role, I was successful in doubling the number of new UK users of the software.

April 2009 – Feb 2011 *Robinson Services, Antrim, Northern Ireland*

Area Manager

Managing teams of cleaning operatives throughout Northern Ireland within set budgets to ensure cost effectiveness. Achieving sales targets for add-on products and services. Building client relationships and carrying out audits to ensure client satisfaction. Organising maintenance and repair of equipment. Ordering stock and maintaining effective budget and supplies. Responsible for staff rota, correct salary processing and payments, inductions for new starters, and general HR issues, including welfare, career development, and disciplinary issues. I started in this role as a cleaner, having been made redundant from my previous employment, and worked my way through the company to become Area Manager. My clients included local shopping centres, and the Spar chain of shops, where the cleaning standards had to be meticulous due to the food preparation and stocks on the premises.

March 2008 – March 2009 *gem, Derry, Northern Ireland*

Operations Manager

Managing outsourcing contact centre for customer service and support for primary client Expedia.co.uk. Successes included management of customer satisfaction feedback, and implementation of C-Sat programme and training.

October 2006 – March 2008 *Firstsource Ltd. Derry, Northern Ireland*

Operations Manager

Managing outsourcing (BPO) contact centre for BSkyB, providing technical support and customer service for Sky broadband. I completed ILM Level 3 in First Line Management in this role. Ensuring service levels met and KPI's met and exceeded; implementation of workforce management solution and balanced scorecards. Delivering monthly and quarterly business reviews. This was a start-up operation which required being very organized and proactive.

August 2004 – October 2006 *Censys Ltd. Derry, Northern Ireland*

Call Centre Manager

Managing outbound telemarketing call centre working with business partners including Dell, Concern Worldwide, and Freedom Finance. Role as above, including recruitment, training, and quality assurance.

Feb 2000 – August 2004 *Market Reach Ltd. Falmouth, Cornwall*

Call Centre Manager

Managing both inbound and outbound telemarketing call centre teams working with business partners including AXA, RIAS, and Barclaycard. Role as above.

February 1995 – February 2000 *BT Plc. Truro, Cornwall*

Customer Service Adviser

Initially all aspects of customer service on 150 handling queries, complaints and sales both on and off-line. I was then seconded to the Training team for an extended period of time, and achieved certification to deliver training.

1992 – February 1995 *White Horse Mortgage Services Swindon, Wilts.*

Assistant Manager

Specialist liaison service working with high street lenders to assist their customers in repayment arrangements.

1985 – 1992 *Nationwide Building Society Aldershot, Hants.*

Customer Adviser/ Management trainee

Dealing with all aspects of customer service