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| Christopher Hage | | |
| 6/20 Riddell Road, Holden hill 5088; 0422638193; chages16@gmail.com; D.O.B: 16/10/1985 | | |
| Objective  My goal is to utilise the leadership and customer service skills I have gained as a Frontline Manager and Sales Person over the last 11 years at TPG to the best of my ability. I have worked sales and customer service within the telecommunication industry, and am now looking for a new, challenging role with a new company. My goal is to find a suitable career with a respectable employer where I can continue to refine my sales and customer service skills.  Experience | | |
| 2019 UNITI WIRELESS *Adelaide, SA*  Customer Service Office   * Technical Support For Wireless and Fixed Line Services * Billing Enquiries * Cancellation and Retention Enquiries * Responding to Emails   14/11/2016 to 16/02/2019 TPG *Adelaide, SA*  Business development Manager   * Competitive Sales environment- Corporate Grade IP Services * Identify Solutions that would assist in improving Business day to day efficiency * Retention * Corporate Account Management- Billing, Support, Service Delivery * Face to Face client meetings * Training and coaching of new staff * Assistance in migration to new infrastructure and services * Worked closely with Channel Partner team and resellers to assist clients | | |
| 17/5/2013 to 14/11/2016 | iiNet | Adelaide, SA |
| Business Sales customer Service Manager   * Training, mentoring and coaching CSRs * Introducing team members to Adherence, ACW * Implementing NPS for the team-Exceeding targets over the last 4 months and winning an internal NPS competition within the BCC. * Performance Management * Efficiently handling escalations and TIO complaints * Implementation of NPS and Conversion Rate competitions for the Business team * Exceeded all Adherence, NPS and Conversion rate targets for the H1 2014 * Increased Team NPS from 30% to 70% * Promoting company and NBN at Victor Harbor Business Conference | | |
| 29/6/2009 to 17/5/2013 | Internode/ iiNet | Adelaide, SA |
| Business Sales Team leader   * Reporting to the National Sales Manager * Implemented Outbound Sales Campaigns * Assisted with the introduction of a commission-based incentive plan within the department * Created and altered processes, including the Relocation process in order to improve efficiency * Training, mentoring and coaching staff. * Ran Business Sales product trainings for CSRs in other departments * Generated reporting systems using Excel in order to save time collating data for the team * Maintained Rosters for the team without the support of the WFM department. | | |
| 19/6/2007 to 26/6/2009 | Internode | Adelaide, SA |
| Sales Representative   * Selling ADSL, VOIP, DNS, Webhosting to Business and Residential customers * Sales Person of The Quarter Residential Sales July-September 2007 * Sales Person of The Quarter Residential Sales October-December 2007 | | |
| 2002 to 2006 | McDonald’s | Felixstow, SA |
| Crew Trainer   * Training and mentoring new staff * Food Preparation * Stock Rotation * Counting Money | | |
| *Education*  *2011*  *Certificate IV Frontline Management* | | |
| 2004-2007 | University of Adelaide | Adelaide, SA |
| Bachelor of Media | | |
| References | | |
| Bill Elsayed- 0447 348 880  Further TPG, iiNet and Internode References are available on request. | | |