

JOE WIGLEY



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SKILLS

Web Development Design | Publication

GitHub
HTML
CSS3
Javascript | JQuery |
Foundation

Photoshop
Invision
Lightroom
iMovie

MAMP
MySQL
Oracle 12C
Wordpress
Visual Studio Code

Filezilla

PROFILE

Hi, I'm Joe, I am an aspiring web developer currently studying part time at the University of Northampton, when I am not working or studying you can find me at the gym or a lot of the time, eating! I'm a big food guy. If I'm not eating though I'm usually shoulder deep under the bonnet of my car. I'm a massive petrol head and love anything car or bike related, in fact, I'd rather go on a track day then go on holiday! Learning new things is a must for me, and it can be related to anything, car, motorbike or coding, but I like to stay up to date.

Below is a summary of work for the last 10 years.

EMPLOYMENT

EVENTS CONSULTANT, Conference 08/2011 – Present Care Ltd.

- Deliver outstanding customer service via all communication channels.
- Handling enquiries from a wide range of customers and taking the time to identify the key factors that will make their event a success.
- Support the client through the full enquiry process including using my venue knowledge to assist them in creating a shortlist of venues.
- Client Negotiations: Conducting intense negotiations with venues to secure our clients the best possible rates available along with complimentary added values.
Where applicable multiyear deal negotiations are entered into.
- Company Negotiations: Entering into negotiations with the venue on behalf of our directors to obtain increased commission levels, payment terms and contract terms and conditions.
- Cross selling Event Management, Team Building and Audio Visual Equipment.
- Approaching customer complaints in a professional and understanding manor whilst complying with company protocol but still ensuring the customer is pleased with the outcome.
- Working alongside the Conference Care event management team onsite to ensure the client's expectations are exceeded and to help the event run as smooth as possible.

- Cross checking, amending, approving and signing legal contracts on behalf of Conference Care's contracted clients and arranging payment via various methods.

After 2 years at Conference Care (July 2013) I was awarded a promotion from Reservations Advisor to Events Consultant. In January 2016 I was given the sole responsibility of looking after all of the audio visual & system elements within the business in addition to being in charge of the maintenance and update of the commission structure.

**SALES EXECUTIVE & SERVICE ADVISOR, 09/2008 – 08/2011
Robins and Day Peugeot Birmingham Central**

- Overcoming objections from customers to clinch the sale.
- Working with the team to market our cars successfully creating new custom whilst retaining repeat business.
- Administration of quotes and legally binding contracts.
- Achieving individual and team sales targets by ensuring our customers received the very best customer service at all times.
- Upselling additional products during the after sales process.
- Booking in the vehicles for their required service, monitoring the progress of the repair and reporting back any additional work that was required.
- Handling complaints in a time effective manor and ensuring protocol was adhered to at all times.

SALES ADVISOR, Midland Reprographics 03/2008 – 09/2008

Please Note: This was a temporary position during non-college days.

- Travelling the Midlands region to various workplaces to sell the companies services which specialise in selling and operating maintenance contracts for office machines such as multi-function printers and documenting solutions.
- Using my persistence and initiative I worked hard to secure appointments with new potential clients.
- Once I had engaged my client I used my proactive sales skills, personality and negotiation skills to then secure the contract for the company whilst ensuring my client was provided with a service that would suit their needs.
- During my time at Midland Reprographic I achieved my sales targets each week and created several new contracts for the company which they have since retained.

EDUCATION

UNIVERSITY OF NORTHAMPTON 10/2017 – 04/2020

Part time study, HND Business Computing (Web Design)

**NORTH WARWICKSHIRE AND
HINCKLEY COLLEGE** 09/2007 – 06/2009

B-Tec Diploma in Business Studies

REFERENCES

Liz Coulter-Smith

Senior Lecturer Computing
University of Northampton

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Christopher Peacock
Managing Director
Conference Care
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