

PHILLIP OLIVER CONNORS

LOCATION: Nottingham, UK.

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D.O.B: 8th March 1983

EDUCATION: The University of Leeds - 2:1 BA (Hons) History

The Becket School, Nottingham - 4 A-Levels – (BBBC)

The West Bridgford School, Nottingham - 10 GCSEs – Grades A and B

A highly capable, self-motivated, hard working professional with over 10 years Sales and Account Management experience most recently within the FMCG, toy and giftware sector. I have extensive experience managing a portfolio of diverse clients specialising in the tourist, heritage, high street, online, independent retailer, charity and gift shop markets. I have excellent organisational, time management, communication, consultative sales, relationship building and business development skills.

EMPLOYMENT HISTORY

February 2023 - Present : NATIONAL ACCOUNT MANAGER. Whitewolf, Leicester

Whitewolf supply fully licensed toys, stationery and design-led giftware to high street shops, online retailers, tourist attractions, garden centres and book, stationery, toy and gift shops.

I manage a portfolio of brands that consist of fully licensed, exquisitely designed plush, toys, jigsaws, chess sets, board games, stationery, replicas, collectibles and gifts from some of the most popular book, television and film franchises. I build and develop relationships with a wide range of retailers and their buying teams and communicate regularly with them to ensure they are aware of new and existing products so that sales opportunities are maximised. I organise new range launches and compile and deliver product presentations, tenders and proposals both online and in person. I liaise internally regarding stock control, e-commerce fulfilment, forward and seasonal ordering and managing the order lifecycle. I regularly attend sales and operations meetings and ensure I keep up to date with key market and seasonal buying trends.

September 2022 - January 2023: SHORT CAREER BREAK. Overseas travel - visiting family and friends

May 2021 - August 2022: NATIONAL SALES MANAGER. C.W Sellors Fine Jewellery, Ashbourne.

C.W Sellors specialises in designing and manufacturing award winning unisex jewellery collections in precious metals and British gemstones; supplying these to retailers, jewellery stores, gift shops, tourist and heritage destinations.

I had overall responsibility for the trade department which I successfully relaunched after Covid. I re-engaged with existing and lapsed customers and explored new business opportunities both in the UK and Worldwide. I organised and attended client meetings, presentations, customer training sessions, in-store merchandising, trade events and showcases. I was also involved in new product and collection development for a variety of clients including: Chatsworth House, the Queens' Platinum Jubilee collection for St Paul's Cathedral, The British Museum Stonehenge Exhibition, The Peak District National Park Authority 70th Anniversary, JCB, Moorcroft Pottery, Canterbury Cathedral, English Heritage and The National Trust. During this time I ensured client expectations were exceeded, enhanced and expanded market presence, more than tripled sales revenue, secured a large growth in active spending accounts and established a full sales pipeline. I regularly attended company board meetings to hear industry and business updates and reported back for my department, liaised internally to manage the order lifecycle and recruited and trained new team members.

I left this role to pursue a short planned career break where I travelled overseas to see family and friends.

November 2020 – April 2021: HOMEMAKER.

October 2014 - October 2020: REGIONAL ACCOUNT MANAGER. Westair Museum Reproductions, Birmingham.

Westair is a leading manufacturer and supplier of historical giftware to premier heritage and tourist attractions across the UK. These include museums, art galleries, gift shops, castles, stately homes, zoos, aquariums, churches and cathedrals.

In this role I was responsible for the client base across the Eastern territory including London, the South East, North East, Yorkshire, the Midlands, the Home Counties and Central and Eastern England. I developed and implemented a comprehensive contact strategy with my customer base, arranged and attended regular site meetings and product range presentations across my territory. I was responsible for planning, setting up and managing regular trade shows across the UK and was involved in the planning, content and design of the annual catalogue. I worked on a number of bespoke projects consultatively with clients taking into account their needs, budgets and timescales. These included product development for; York Museums (Richard III), Bletchley Park (D-Day), Chatsworth (Country Life), York Minster, Norwich Castle, Colchester Castle (History of Jewellery) and for The Richard III Visitor Centre (Leicester) for their opening and the reinterment ceremony. I was constantly looking for new opportunities to grow the business with existing and new customers. This all helped me build and nurture successful business relationships, enhance the company profile and ensure revenue and sales targets were consistently exceeded which was reported back in company quarterly sales meetings.

I left this role due to redundancy during the Covid-19 pandemic.

October 2012 – October 2014: ACCOUNT MANAGER: CLT/Wilmington, Wrens Court, Victoria Road, Sutton Coldfield, Birmingham.

CLT, as part of Wilmington PLC, was the leading provider of post qualification legal training, consultancy, publishing and support to the UK legal industry.

I managed a large and diverse range of clients who held membership, from sole practitioners to High Street Firms, City law Firms, UK Top 100 legal practices and Barristers Chambers. I worked consultatively with my clients to design and implement training plans that exceeded their requirements, business needs and budget. This ensured they were compliant with regulatory guidelines. Communication was mainly by phone, email, face to face client meetings and targeted marketing campaigns. I secured business generation from both existing and new clients. I was nominated for the Best Newcomer at the Wilmington Awards.

August 2009 – October 2012: ACCOUNT EXECUTIVE, iTrain Consulting, Clerks Court, Farringdon Lane, London.

itrain Consulting is a leading IT consultancy organisation based in Central London.

In this role I managed existing and new client relationships. These were a mix of established public and private sector companies in the UK, Europe and North America. Clients included: Russell Group universities, the NHS, The British Medical Association, Morrison's, Marks and Spencer, Transport for London, Gap Clothing and County/City councils. I offered clients and prospective clients our portfolio of business services over the phone and in client meetings and managed the relationship during the project implementation lifecycle. This included: pre sales scoping, case study preparation, bid and tender planning and delivering, as well as being the first point of contact for people at different levels within the same organisation. I also carried out post implementation analysis and offered post sale support.

June 2005 to August 2009: ACCOUNT MANAGER, XMA/Westcoast; Wilford Lane, Nottingham.

Westcoast is the premier sales and distribution company within the IT supplies industry in the UK.

I was directly responsible for a portfolio of over 100 clients who collectively had an annual turnover in excess of £1.5 million. I developed strong relationships with my clients through effective communication. This enabled me to formulate detailed analysis of each client which led to a strong track record of business to business sales and a 30% increase in turnover over the year (2008). I looked after all aspects of the management and administration of these accounts including; compiling quotes and price-files, taking orders by fax, email and phone and initiating proactive calls. I constantly explored new opportunities for growth and business development. I created carefully targeted marketing campaigns that were relevant to clients needs that lead to increased business levels. I was confidently able to advise clients on the features, benefits and technical information for a wide range of products the company offered and regularly attended vendor specific training.

During my time at University I was a Sales Consultant at Harvey Nichols, Leeds. In this high fashion, busy retail environment I consistently hit sales targets and was Brand Champion for Diane Von Furstenberg.