

Ian Browne

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I am a professional who is dedicated, hardworking and prepared to go above and beyond tasks set. I am ambitious and dedicated to anything I am tasked with and take a great deal of pride in my work. I strive to have my workload completed in a reasonable timeframe to the highest possible standard. I am not afraid to hold my hands up if a mistake was made by me and would look to learn from it to ensure it's not replicated. I can consistently achieve and over achieve KPI's set and take advantage of all internal learning and development options available. All in all I feel that with my ever growing skills base I would be a good addition to any tight-knit team and wish to be given the chance to build long lasting relations within an organisation.

Arbetslivserfarenhet

Sales Associate

DbVis Software AB - Stockholm

april 2023 till Idag

Within this role I am responsible for support tickets, product quoting (including consolidation and cotermed quote creation) as well as reseller management.

I proactively engage with large end users to ensure their licensing is up to date and meets their requirements.

I also assist with marketing activities and review gathering to help spearhead product/service enh

Business Development Manager

EMG - Educations Media Group AB - Stockholm

januari 2018 till may 2023

As the New Business Manager for Findcourses.co.uk part of the Education Media Group, my goal is to help education and training providers to reach their target audience for effective pursuit of business and student recruitment.

Consultative selling training institutions onto the findcourses.co.uk platform as well as account managing them thereafter.

With the help of Google Analytics, Ahrefs and Hubspot I have assisted in developing the new business sales strategy as well as coaching/managing internal and external sales resources.

Always meeting or exceeding expectations with a strong emphasis of customer service and product knowledge.

Various Contractor Roles

Wellingborough, United Kingdom

juli 2017 till december 2017

Various office based roles with responsibilities ranging from Lead Generation and pre-sales work to data cleansing and data entry. This has helped enhance my sales and administrative skills working on multiple national projects as well as some international ones too. This meant I had to utilise my communication skills to ensure information was relayed and understood before then relaying that information into a bespoke CRM system.

Senior Employment Engagement Officer

Amber Frog Telemarketing - Northampton, United Kingdom

maj 2014 till april 2017

AmberFrog Telemarketing

My employment with AmberFrog Telemarketing consists of outbound business to business appointment setting/lead generation. I am tasked with managing a large portion of the UK covering multiple cities. Calling SME's representing various training institutions to promote the government funded apprenticeship scheme. Sectors included: Health and social care, IT support, technical sales, software development, business administration, media and marketing. I am then required to qualify any interest to varying levels dependant on the client's request before agreeing a meeting to progress further. I am also able to manage diaries and journey plan accordingly. Frequent feedback to clients to help improve the delivery of the campaigns which also assists maximising the career opportunities for apprentices.

(Various, Agency Work)

Banbury, United Kingdom

juni 2013 till april 2014

JUN 2013 - APR 2014 (Various, Agency Work)

Since my employment with Stormark ended due to redundancy I have been completing various roles in and around Banbury, mainly production/warehouse work. I feel that this sort of work shows my ability to transfer what I have learnt in an office environment into the physical operational processes on the bottom line. This also in my mind demonstrates that I am not just someone who is confined to office based work and when required I am prepared to get my hands dirty.

Telemarketer

Stormark Ltd - Banbury, United Kingdom

januari 2013 till juni 2013

During my time at stormark I did a lot of paper based work; cold calling and acquiring new prospective customers for clients this included appointment setting, selling as well as gaining vital market research. Recommendations would then be relayed to the clients to make the necessary changes to make their campaign successful. I got the opportunity to talk to people on all levels from managing directors to receptionists whilst maintaining a high degree of professionalism and control to ultimately get the required results. I managed to keep in control even with difficult situations and managed to meet and exceed targets.

Temporary for Premier People until December

Stormark Ltd - Banbury, United Kingdom

september 2012 till december 2012

21st 2012.

Calling students to see if they are ready to register and study with the Open University and offering one to one advice in order to assist generally about their future plans. Required to complete paper work in a concise manner, ensuring that information is correctly relayed to the client. Transfer students to The Open University when they ready to start studying. And having to work to get a certain amount of dials per hour.

Senior Administrator

JTR Collections Ltd - Wellingborough, United Kingdom

december 2010 till juni 2012

My main duties include all inbound calls, taking and delivering messages, dealing with sensitive confidential details, photocopying, designing and distributing promotional media and anything that is needed to be done. I took on additional positions within the business such as stationary monitor. I demonstrate on a daily routine and ability to work independently and in a team. Also did the design of the company's brochure as well as the content and lay out. I am very good at keeping level headed when dealing with difficult customers. Been trusted to take monies to the bank as well as cleaning and anything I can see that needs doing. Using debtRecovery(TM) system to update individual debtor accounts, I also produced a lot of the company's original documents and assisted to get the company ISO 9001 approved.

Sales Executive

Millennia Property Ltd - Northampton, United Kingdom

juni 2010 till november 2010

Mainly telephone calling ringing up people to increase the number of clients that the company had. Which got me in on the customer service experience. I also had Administrative duties such as filing chasing up important and confidential legal documents, updating client databases. Was trusted to deal with confidential and important business documents.

I also got the opportunity to do some accountancy work with the rent roll for the entire company which I particularly enjoyed; as well as general day to day help to ease the workload.