

**Mark Dawson**  
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DOB: 03/02/1981

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## Employment History

May 2016 - Present      **British Gas Services-  
Heating Sales Advisor**

Selling Boilers to customers over the phone.

Experience gained

- Telesales
- Central heating system configuration
- Gas safe regulations
- Following up quotes

November 2010 -- May 2016      **British Gas Services--  
Customer Account Manager  
(Formerly known as Area Planner)  
Customer Services Advisor**

Handling customer enquiries as well as the field within British Gas' boiler installation service.

Experience gained

- Customer Service
- Project management
- Labour optimisation and efficiency

Key Achievements

- Learnt to deal with a very diverse range of queries from customers as well as other employees.
- Planning boiler installations for customers.

May 2010 --  
November 2010

**WRT Group**  
**Salesman**

Telephone canvassing and face-to-face selling of advertising space within Homebase stores. Commission only basis.

Experience gained

- Business to Business
- Cold Calling
- Telesales

Key achievements

- First real experience at telephone canvassing.
- Managing my own diary appointments.

November 2008 --  
May 2010

**SafeStyle UK**  
**Manager/Driver/Canvasser**

Canvassing for windows on a door to door. Basic wage plus commission basis.

Experience gained

- Door to Door
- Cold Calling
- Canvassing
- Managing

Key achievements

- Managing teams of canvassers

July 2008 –  
September 2008

**R3 Marketing**  
**Field representative**

Selling Energy related products on a door to door, commission only basis.

Experience gained

- Door to Door
- Cold Calling
- Field Sales

Key achievements

- Meeting targets within a sales environment,
- Learnt to deal with customers of a face to face basis.

October 2007 -  
June 2008

**Belle Group**

**Production operative**

Manufacturing of various types of construction equipment

Experience gained

- Manufacturing
- Testing
- Quality Control

Key achievements

- Experience with larger workforce environment

April 2007 -  
October 2007

**Various Temp jobs (3 months of which at Belle assisting quality dept.)**

2002 – April 2007

**San Roque Polo Club**

Stables and Polo Club offering livery and other equine related facilities.

**Stable Manager/Club Secretary**

Managing day to day running of stables and almost all associated jobs.

Experience gained

- Handling enquiries and correspondence
- Managing a team of up to 4 stable hands and grooms
- Oversaw and assisted with general animal welfare and carried out more skilled care.

Key achievements

- Maintained general customer satisfaction on all levels.
- Designed and maintained Club website.
- Oversaw rapid expansion of client base

1997 – 2002

**Simarco Limited**

Small furniture manufacturing company principally occupied with Kitchen installation but also bedrooms and other furniture.

### **Designer and Carpentry Assistant/Kitchen Fitter**

General carpentry activities ranging from preparation of raw wooden doors for spraying, to lighter woodwork with power tools as well as assisting with larger tasks including cutting, fixing and finishing of various components.

Assisting in delivery and fitting of kitchens and other furniture.

Designing of kitchens, and preparation of invoices.

#### Experience gained

- Joinery
- Kitchen Design
- General office work

#### Key achievements

Learnt importance of quality standards

Learnt basics of customer relations

Learnt how to work as part of a team

Learnt how to meet deadlines.

## **Education and Qualifications**

### **Open University**

#### Courses

MU120- Open Mathematics

T172- Working with our environment: technology for a sustainable future

AT272- Ancient and medieval cities: A technological history

### **Stoke on Trent College**

City and Guilds CAD

Level 2 CAD

### **St Josephs Junior Lyceum**

O-Levels in Math's, English and Physics

## **Additional Information**

IT skills:                    general knowledge of 'Office' applications.  
                                  Basic experience in dreamweaver and flash  
                                  Moderate experience in Photoshop, illustrator, fireworks.  
                                  Also wordpress and joomla cms.

Languages:                Good working knowledge of Maltese

Driving License:        UK driving licence

## **Interests**

Art and design in general. Also enjoy reading, computers, rural pursuits, polo and other equestrian activities.