

# MARK EDWARDS RESUME

---

## Contact information:

0414 492 255

[mark.francis.edwards@gmail.com](mailto:mark.francis.edwards@gmail.com)

TUART HILL 6060

## PROFILE

Over the course of my career, I have worked in sales for 7 years constantly achieving targets, and developing exceptional communication and interpersonal skills, as well as a real talent for demonstrating and articulating a clear and compelling value to sales and customer service. In recent 5 years, I have been focussed on selling properties off-the-plan in display homes to first and second home buyers. Prior to this I worked with investors and have developed a sound understanding of finance applications and investment structures, residential construction processes and how thorough management of investment from acquisition through to finding suitable tenants. In addition to building a strong and committed customer-base, I regularly liaise with Property Managers, Solicitors, Brokers, Builders to deliver an efficient and seamless investing process for my clients.

## EXPERIENCE

---

**Sales Consultant, Carlisle Homes, Melbourne Victoria — 2015-April 2021**

### Achievements

- Selling over 50 million dollars of new homes
- Consistently meeting sales and KPI targets
- Building professional relationships with Land Developers
- Adapting to market and finance conditions

### Responsibilities

- Creating and managing CRM database from walk in a phone leads
- Booking quote and walkthrough appointments
- Using Dynamics AX to create custom quotes from the value \$270k to \$760k; build only
- Customising floor plans to suit clients needs
- Working, and consistently reaching KPI and sales targets

## **Client Liaison Manager, Wheelers Hill, Victoria, 2013 - 2015**

### **Achievements**

- Outperformed KPI's and targets, through:
  - Creating and implementing new process to manage client-base growth by 300% in two years
  - Design better strategies to identify, qualify and sell properties to investors
- Improve operation processes for client sales
- Manage investor processes, including
  - Finance application
  - Finance settlement
  - Construction
  - Sourcing tenants to avoid build and rental guarantees

### **Responsibilities**

- Managing large client portfolio
- Developing professional relationships with clients
- Liaising with financial institutions and brokers to meet financial dates and requirements
- Liaising with Conveyancers to help meet settlement deadlines
- Liaison with builder, on:
  - Constructional updates
  - Contracts
  - Variations
  - Invoicing
  - Maintenance
  - Handover

Working with property managers to find suitable tenants for property investment and property maintenance

## **Sales representative, Hyundai, Nunawadding, Victoria, 2012-2013**

### **Responsibilities**

- Leading direct sales of new vehicles, including
  - Negotiation prices
  - Generating new leads from walk ins
  - Following up leads
  - Consistently meeting sales targets

**Production Manager, Dynamic 8, Kew, Victoria, 2008-2011**

- Maintaining client database
- Coordinating projects to meet client budgetary requirements
- Negotiating contracts
- Account managing during signing of HIA contracts
- Coordinating settlement and handover of completed properties
- Managing public-facing website information
- Servicing sales to generate leads through real-estate agents

**Customer service officer, TNT call centre, Kewdale, WA, 2005-2007**

- Achieving performance against customer service KPI's, including
  - First call resolution
  - Average call handling time
  - Customer satisfaction
  - Taking up to 250 calls a day
- Training new staff members

**EDUCATION**

- Year 12 certificate, Mount Lawley Senior High School
  - Certificate IV in Property Services (Real Estate)

**SKILLS**

I have exceptional Microsoft Suite and computer skills, the ability to learn quickly, manage exceptional service in high pressure environments. I pride myself on my time management and get the job done attitude.

**REFERENCES**

On request