

# Mark Baldry

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*Motivated and ambitious professional who has utilised strong communication and organisational skills to achieve quantifiable success within a range of industries. Experienced at collaborating in internal cross-functional teams which overcome challenges and create, implement, and drive plans to deliver on company strategy. Currently looking for a new opportunity following completion of a Web development bootcamp which will provide new challenges and allow me to build further upon my growth and success in Web development.*

## Technical Skills

Frontend: *HTML5, CSS, JQuery, Javascript, Bootstrap, AJAX, Jest*

Backend: *ReactJS, Node, ES6*

## Projects

***South Park Fan Page** / <https://github.com/MarlenaDowner/South-Park-Fan-Page> / <https://marlenadowner.github.io/South-Park-Fan-Page/>  
GIF generator and Youtube API help*

- *App to entertain South Park fans*
- *As part project leader, my role was to create a simple GIF greater based on South Park characters & YouTube videos.*
- Tools/Languages: Figma, Trello, HTML, CSS, Javascript, API's, Github

## Work Experience

June 2022 - Present

[Sales Supervisor](#)/Elms Marketing

- Proactively created and implemented new internal procedures which improved the delivery of customer services. Applied my strong excel skills to create trackers which can monitor the various stages of an orders process, thus allowing for accurate updates to be provided to customer as well as for issues to be easily identified and resolved.
- Promoted to recognise my strong organisational skills and ability to form and maintain strong customer relationships.
- Responsible for ensuring high levels of customer service to a multimillion-pound account. Communicating with key customer stake holders and ensuring the successful delivery of contracted agreements. This has drove revenue growth within the account.
- Effectively communicating with various internal teams (including design, production, and operation teams) to ensure the efficient delivery of customer service.
- Attending customer product update meetings and taking detailed and accurate minutes.

January 2022 – June 2022

## Sales Coordinator/Elms Marketing

March 2018 – December 2021

### Life Insurance Sales Consultant/The Insurance Surgery

- Established contact with warm leads and gathered an understanding of their health and life insurance requirements. Once quotations had been obtained from various life insurance companies, presented these to the customer alongside product knowledge and recommendations.
- Responsible for achieving monthly revenue goals. Repeatedly exceed key performance metrics including number of successful application and number of 5\* customer reviews.
- Worked in an organised manner to ensure multiple opportunities were managed and developed at any given time. Communicated with various stakeholders including medical professionals and insurance companies, to ensure customer applications were secured.
- Observed how text-based communication with customers could be utilised to develop opportunities and collaborated internally to ensure the successful uptake of this approach. This allowed the sales team to increase customer contact and improve close rates.

March 2017 – March 2018

### Underwriting Administrator/The Insurance Surgery

- Gained an understanding from life insurance sales consultants of customer requirements and communicated this information to various life insurance underwriters to gather quotations which supported the customers insurance application.
- Overlooked the application process and collected and provided required information on behalf of the customer at each stage.
- Collated relevant documents from life insurance providers portals and presented them to customers.
- Applied advanced competencies with Microsoft Excel to design spreadsheets which significantly improved the underwriting administrators' processes. This meant that the administrative process took under half the original time to complete and ultimately meant the company required three less administrators.

June 2016 – March 2017

### Motor Insurance Sales Advisor/Alternative Insurance Brokers

November 2011 – June 2016

### Customer Service Advisor/Cheshire East Council

- Received calls from Cheshire East residents and dealt with their queries and concerns in a calm and helpful manner. Logged resident enquires on CRM and communicated with other departments to ensure a range of issues were resolved.
- Developed and implemented a new process for the 'blue badge' service which improved customer satisfaction. By integrating the process into CRM, residents were able to receive live updates on their applications online.
- Created working schedules for over 50 employees. Analysed extensive amounts of data which captured phone-line usage, staff holidays, and staff working hours to create schedules which met both staff and service users needs.

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## Education

- GCSE Mathematics and English.
- SAGE level 1, computerised accounts.
- Association of accounting technicians (AAT) level 2.
- Proactively undertook further continual professional development courses including customer service excellence, data protection, and report writing skills for the workplace.
- Currently attending a Web Development bootcamp through Skills for Life & EDX.