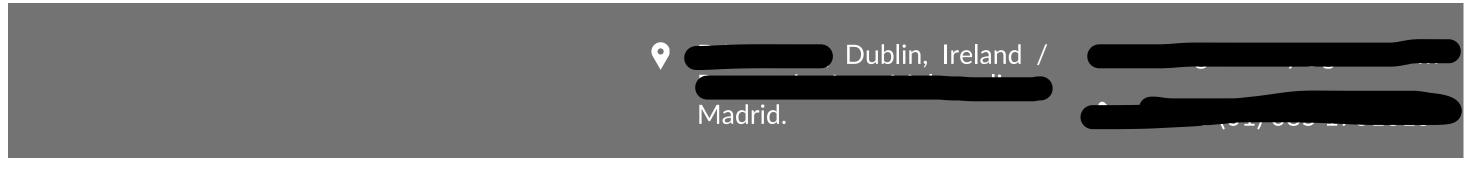


Account Manager and Operations Coordinator



## **PROFILE INFO**

Positive, hard-working and motivated with excellent interpersonal skills. Results-driven professional with extensive experience in account management, customer relationship building, and operational coordination. Proven ability to manage accounts, enhance customer satisfaction, and optimize efficiency. Strong communicator and leader dedicated to delivering exceptional service and driving business growth for high-end clients.

## PROFESSIONAL EXPERIENCE

#### **2015 - PRESENT**

Family Haulage Company - Pianomove & Hanway Haulage.

Clients: U2, Bonhams Auctions Dublin, Addams Fine Art Auctioneers

# Account/ Sales Manager and Operations Coordinator

#### **Account Management:**

- Managed financial accounts, ensuring accuracy in billing, invoicing, and payment processing.
- Built and maintained long-term relationships with a diverse range of clients, including high-end customers, on and off-site.
- Acted as the primary point of contact for customer inquiries, addressing needs and resolving issues promptly, on and off site.

#### **Operational Coordination:**

- Organized and coordinated the weekly schedule for transportation and logistics operations.
- Trained new employees on company protocols, operational procedures, and customer service best practices.

#### **Customer Service:**

- Greeted clients and resolved issues with effective decision-making.
- Ensured high levels of customer satisfaction through prompt and empathetic service

## 2021

Three Network - Dublin

leading marketing agency specialising in tele-based demand generation

# **Marketing & Lead Generation Specialist**

- Executed and developed marketing strategies to drive sales growth.
- Engaged with clients to understand their needs and provide tailored marketing solutions.
- Assisted in designing marketing materials and campaigns to enhance brand visibility.
- Developed as part of a team in generating and qualifying leads, continuing the lead generation process from initial contact to handoff.
- Conducted market research to identify potential clients and opportunities for business expansion.

### **EDUCATION**

2013 - 17 | NCAD, Ireland

#### **Fine Art Print Design**

2.1 BA (Hons) Degree

# **ACHIEVEMENTS**

- Car, Truck, Motorbike license
- Business development
- Print Artist of the Year, Dublin, 2016

# **SKILLS**

- Account Management
- Client Relationship Building,
  Customer Service Excellence
- Financial Management
- Operational Coordination
- Decision Making
- Lead Generation and Qualification
- Communication Skills

## **INTERESTS**

- Art
- Mechanics / Vehicles
- Travel

# **LANGUAGES**

- English
- German (basic)

