

## Qualifications Profile

*Analytical and forward-looking professional with dynamic experience in executing robust sales/marketing strategies and delivering top-notch customer service to achieve pre-defined targets and maximise business growth.*

Expert in cultivating and nurturing strong client relationships to drive revenue growth. Proficient in identifying customer needs and offering user-centric solutions to meet specialised needs and requirements. Skilled in leveraging exceptional communication and negotiation skills to secure deals and long-term business partnerships. Proficient in resolving complex issues, capitalising on potential growth opportunities, and leading/motivating staff to attain optimal levels of performance and productivity. Self-motivated and results-oriented; adept at consistently delivering outstanding sales performance in fast-paced environments. Team player; possess an unwavering passion for delivering exceptional customer service and contributing to the overall success of the organisation.

## Areas of Expertise

♦ Customer Success Management	♦ Revenue & Profit Maximisation	♦ Customer Satisfaction & Retention
♦ Client Relationship Development	♦ Customer Needs Assessment	♦ Continuous Process Optimisation
♦ Lead Generation & Qualification	♦ Sales Strategies & Tactics	♦ Cross-functional Collaboration
♦ Sales & Marketing Operations	♦ Cost Control & Reduction	♦ Negotiation & Closing Deals
♦ Team Leadership & Support	♦ KPIs & SLAs Fulfillment	♦ Market Research & Analysis

## Professional Experience

**Daniella Draper Limited, Windermere, Cumbria, UK**  
Sales Team Member

**2022 – 2023**

Executed comprehensive sales, marketing, customer service, and advertising strategies to optimise overall business performance and productivity. Led opening and closing procedures of the establishment to maintain operational excellence at all times. Streamlined and coordinated the end-to-end process of onboarding, training, and developing staff, whilst guaranteeing effective supervision.

- Pioneered a compelling concept for specialised wedding section, resulting in securing approval from directors to provide customers with an exclusive catalogue dedicated solely to hand-made custom wedding bands.
- Facilitated senior leadership in efficient inventory management and staff scheduling as well as in ensuring exemplary customer support.
- Significantly augmented in-store sales by 20%+ year-on-year as a vital member of the sales team.

**Hargreaves Enterprises, Bowness-on-Windermere, Cumbria, UK**  
Sales Team Member

**2021 – 2022**

Generated and qualified leads through various channels, such as cold calling, networking, and referrals. Conducted market research to identify trends, competitor activities, and customer preferences. Managed extended work hours with unwavering effectiveness by exhibiting exceptional performance in high-pressure environments.

- Ensured top-tier customer service as well as enhanced revenue generation by collaborating closely across diverse departments.

**English Lakes Hotel and SPA, Low Wood Bay Hotel, Windermere, Cumbria, UK**  
General Assistant

**2020 – 2021**

Oversaw daily sales activities as well as deliver top-notch customer service to ensure a consistent and satisfying experience for patrons. Assisted manager in various capacities, such as overseeing food and beverage quality and efficiently controlling restaurant opening and closing procedures.

- Maintained high levels of service excellence and overall customer satisfaction by addressing and resolving complaints and issues in a prompt and efficient manner.
- Guaranteed smooth reservation processes by managing incoming calls and bookings.

**Wave Growth Sp. z o. o., Kraków, Małopolskie, Poland**

**2018 – 2019**

Marketing Specialist

Provided invaluable support to staff in navigating the intricacies of the Polish business landscape. Contributed actively to the search and finalisation of office space, whilst ensuring a conducive and efficient working environment. Played a pivotal role as the liaison for management during travels, such as keeping informed and updated on relevant developments.

- Surpassed hiring targets and complied with company timelines by forging strong partnerships with local recruiting firms.
- Secured suitable housing for senior executives and staff by engaging with local real estate companies.

## Additional Experience

Customer Service Manager – The Old Bath Arms, England

## Professional Training & Development

7.5 CEUs – Semi-Intensive English Programme (2018)

2.5 CEUs. – Intensive English Programme (2017)

Interior Decorator (Grade A) – Postgraduate Vocational Training (2015)

Management & Production Engineering – Rzeszow University of Technology, Rzeszów, Poland

Cultural Exchange Program – USA

Cultural Care Au Pair Programme – One Education Street, Cambridge, MA (2017)

## Languages

English – Fluent | Polish – Native | Spanish, German – Beginner (A1)