



Account Manager and Operations Coordinator

[Redacted], Dublin, Ireland / [Redacted]
[Redacted] Madrid. [Redacted]

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)

REFERENCE

Available upon request