

Hastings Street

Hastings St. is infamous for being the “skid row” area of Vancouver. Every major city in the US has its own skid row with sometimes hundreds, even thousands of homeless people. Alcoholics, drug addicts, transients and others on the margins of society, living and sleeping on the streets, on public sidewalks and in doorways of abandoned buildings with their cardboard boxes, makeshift tents, sleeping bags and shopping carts.

They are all citizens but people who are very poor, underprivileged and unable to find a place to sleep. They congregate in areas of abandoned and decaying buildings and shops, under bridges, at bus stops.

Anywhere they can call home!

These are the homeless people of America and the people of Hastings Street.

2005-2010 SPSS (UK), an IBM Company - Account Manager

Key member of the team responsible for pursuing new sales opportunities for software, services and training
Proven track record of exceeding individual sales targets, managing sales cycles and preparing accurate forecast

Prospecting new accounts via letter and email, organising seminars and webinars outside of the existing database

Preparing professional written quotations to customers and new clients within tight deadlines

Attending face-to-face meetings with customers and prospects to present demonstrations, build value proposition and promote full solutions

Managing a portfolio of Ministry of Defence and Police Force accounts across the United Kingdom, providing first class customer support and resolving any issues promptly and effectively

Providing a high standard of service dealing with customer complaints, maintenance cancellations and utilising objection handling skills

Ensuring the timely payment of software licences to maintain services in accordance with contractual obligations

Managing warm leads and calling potential customers to expedite the sales process and identifying cross selling opportunities

Taking the initiative for marketing campaigns within the sector, organising seminars, roundtable events, web content and exhibitions

Maintaining a comprehensive awareness of company products and services to identify the best solution to customers

Working closely with Alliances and partners to help leverage the indirect channel

Liaising across multiple departments such as Training, Credit Control and Customer Service

2001 - 2005 British Standards Institute – Customer Sales Advisor

Responsible for building new customer relationships and nurturing existing clients

Developing messaging, strategy and objection handling to reach target audiences.

Achieving and exceeding sales and call targets

Providing a high standard of customer care, dealing with complaints and enquiries

Working to tight deadlines consistently delivering beyond expectations in terms of quarterly targets

2000-2001 Mobile Direct Ltd – Sales Advisor

Managing ongoing stock control whilst investigating previous stock inconsistencies impacting Audits

Acting as the main point of contact for vendors, contractors and the labour work force

Prioritising tasks and providing a high standard of service at all times

Ensuring that resources are available in a timely fashion to meet project demands

Standardising and simplifying data base management process

1995 – 2000 Vodafone (UK) Ltd – Customer Services Advisor

Responsible for dealing with network enquiries

Providing a high standard of customer care, dealing with complaints and enquiries

Supervisor secondment for 9 months to run Pay as You Talk department of 60 rotating staff

Education and Qualifications

Bachelor of Arts Degree: Open University 2002 - 2008

Java Diploma: Computeach 2004 - 2006 (not Sun Certified)

Professional Training

Bloc Alumni 2013 - Ruby on Rails and Web Development Cohort

Customer centric sales (solution sales)

I.T Skills

Ruby, HTML5, Javascript, CSS, Bootstrap, JQuery, SASS, Xcode, Appery (mobile applications), SQL, Postgres

Salesforce, Siebel, SAP, Java, Word, Excel, PowerPoint

INTERESTS & ACTIVITIES

Director at Large for Technologies at 676 Kittyhawk Air Cadets Squadron (SponCom)

Web Content Manager for Signs of Hope in Africa charity based in Victoria, BC

Currently include: Reading, Writing, Fishing, Golf, Sailing & Kayaking, Football