

Kerry Robinson
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Profile

Experience in customer service management, contracts administration, sales and finance reporting, team management and export sales in FMCG and manufacturing. Excellent organisational, numerical and time management skills with the ability to prioritise workloads in a calm manner. A people person able to interact at all levels, I am confident at working as part of a team or independently as and when required. I am a dependable, self-motivated and a hardworking individual used to working under pressure and adhering to strict deadlines. I have worked on various ERP and CRM systems and proficient in all Microsoft applications.

Career History:

International PA & Marketing Assistant Evans Vanodine - June 2021 to Present

Assisting the Global Operations and Export Manager and his Area Sales Managers with a range of administrative, diary management and marketing requirements.

Coordinate UK & overseas business trips and exhibitions including travel arrangements, hotels, visa and itineraries.

Create new vacancy job adverts for internal and external applications in the Export team.

Liaise with the recruitment agencies once the adverts are live. Arranging interviews via Teams, Skype or in person as required. Liaising with HR and the successful candidate to ensure a smooth hiring and induction process is achieved.

Submit monthly expenses using the Concur application for all Sales Managers.

Arrange and prepare for board meetings, updating presentations and taking minutes.

Work with the Regulatory Affairs manager to help register new and existing products overseas. Creating and requesting legal documentation for our customers to ensure successful completion.

Liaise closely with various departments / stakeholders on launching new products or new regional products and the legislative documentation that is required.

Updating and distributing product price lists to the Global Area Managers.

Business Support Officer Lancashire County Council – August 2019 to June 2021

Providing Business Support to the Area Manager and team managers on site.

Creating and advertising posts for new vacancies by submitting these on the LCC

Onboarding portal for a quick approval and live job advertisement.

Manage the interview process and liaise with applicants and management ensuring correct documentation, applying for DBS certification and formal identification checks are complete.

IT 1st level support for all management and staff. Logging incidents in ServiceNow.

Procurement and monitoring of supplies for the day to day running within a complex environment.

Monthly petty cash reconciliation and amenities accounts. Banking uploads and finance reporting and auditing.

Contributing to the accurate completion of staff, service provider and management files.

Creating and amending customer invoices, care portal uploads and daily registers.

Sales Executive AM Seafoods – September 2017 – August 2019

Negotiating and creating new and existing business pricing and export terms via Sales Agents and/or individual companies.

Develop relationships with the Sales Agents in Europe and Asia. Working closely with the Directors formulating sales strategies with existing and new customers.

Undertaking batch costings and sales margin analysis.

Producing all export documentation for road freight including Letters of Credit for sales into Asia.

Creating technical administrative labels and documentation for orders and customer specifications.

Liaising with the Production and Logistics teams throughout the sales order process to ensure orders are produced and despatched as efficiently as possible.

Providing assistance to the Shared Services team for invoicing and commission purposes.

Export Sales – Fisco Tools February 2014 - September 2016

Negotiate export customer or agent contracts and business strategy targets.

Creating new business pricing and export terms via agents and individual companies.

Account management with preferred Export Freight Forwarding companies, Courier Services and UK carriers.

Quarterly sales and export budget meetings in Sweden with our parent group.

A member of the Quality Control team, attending monthly meetings to identify and resolve root cause problems and improve quality and customer service issues.

Daily meetings with Production, Purchasing and Warehouse to ensure customer orders are produced and despatched within agreed lead times.

Planning production order loads with the production manager and departmental team leaders.

Contracts Administration and Billing – Dialog May 2002 – July 2013

Manager of the Order Processing and Billing teams. Writing bi-annual appraisals using SMART performance objectives, recruitment and interviewing prospective candidates and working closely with the HR department throughout.

Driving resolution and mitigating incidents before they increase in severity ensuring the right level of focus, priority and an understanding of the business impact whilst prioritising the routine scheduled work in line with SLA's

Created and updated customer contracts with the head of sales, audited renewal contracts prior to being processed.

Part of the Product Management team during 2 system migrations to SAP & Oracle EBS, providing client support, data reports, testing software loads and customer account setups.

Aerospace Systems Operator - Royal Air Force May 1989 – May 2002

Supervising a 12 strong team, providing 24/7 support on NT and VMS systems.

Managing shift rotas, yearly appraisals and identifying training requirements.

Education and Training

The Exceptional PA, GDPR, Emergency First Aid Level 2, Equality & Cohesion, Lean Six Sigma, Open VMS System and Network Node management 1 & 2

GCSE's in Maths, English, Biology, Home Economics and Art. Driving Licence: Full/clean