



## Information

### Phone

07526542816

### Email

misskvh@outlook.com

### Address

115 Broadoaks, Bury, BL9 7SU

### Date of Birth

September 14th 1986

### Driving Licence

HUMPH859146KV9UT

## Education

### North Chadderton Comprehensive School

#### 1998 - 2002

Maths - B

English Literature - B

English Language - B

Science - C

French - C

Physical Education - C

Food Technology - B

Business Studies - C

Religious Studies - C

## Expertise

Effective Time Management

Ability to Work Under Pressure

Strong Communication Skills

Customer Service Excellence

Proficient in Microsoft Office Suite

Project Management Expertise

Creative Problem-Solving Abilities

# KATE HUMPHREYS

## ACCOUNT MANAGER

### OVERVIEW

Dynamic and accomplished professional with 17 years of account management experience, including 5 years in senior roles. Proven expertise in diverse office environments, driving sales growth, and spearheading new account developments. Strong track record of collaborating with sales teams to achieve goals, boost revenue, and streamline the sales cycle. A proactive leader with a talent for enhancing sales performance and developing robust customer retention strategies.

### WORK EXPERIENCE

#### Senior Account Manager

August 2018 – Present

##### Trust Distribution, Manchester

- Built and maintained long-lasting client relationships.
- Collaborated with sales teams to identify growth opportunities and develop strategies.
- Enhanced overall customer experience through close work with customer service and product development departments.
- Implemented client-focused solutions, increasing sales volume.
- Conducted market research to identify new business opportunities.
- Fostered long-term trusting relationships with clients, improving customer retention.
- Identified client needs and suggested appropriate services to enhance their experience.

#### General Manager

January 2014 – July 2018

##### Organic Everything, Birmingham

- Led business setup, developing operational, marketing, and business plans.
- Efficiently managed accounts and administrative tasks.
- Built and maintained strong relationships with suppliers and customers.
- Conducted market research to ensure the latest products met customer demands.
- Oversaw day-to-day operations, including shop front management.

#### Account Manager

February 2006 – January 2014

##### LBM Direct Marketing, Manchester

- Secured advertising contracts with clients like Vodafone, O2, and Scottish Power.
- Collaborated on campaign development, meeting clients' briefs and budgets.
- Presented and briefed campaign ideas and costings to clients and creative teams.
- Negotiated and resolved issues to meet campaign deadlines.
- Provided project management oversight, monitoring campaign progress and reporting to clients.
- Maintained regular communication with clients regarding progress, budget updates, and invoicing.

#### Administration

December 2004 – February 2006

##### LBM Direct Marketing, Manchester

- Generated daily production reports and provided senior management with key performance indicators (KPIs).
- Analyzed production reports, identifying areas for improvement and suggesting ideas.
- Implemented new systems and maintained office organization.
- Acquired comprehensive knowledge of business systems and provided updates.
- Performed general office duties, including handling complaints and overseeing reception responsibilities.

#### Sales Agent

January 2003 – December 2004

##### LBM Direct Marketing, Manchester

- Conducted outbound cold calling to generate leads and appointments.
- Handled inbound cold calls and provided customer service support.
- Scheduled outbound appointments for the sales team.

### REFERENCES

Available upon request



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## COVER LETTER

I am excited to express my interest in the position you recently advertised. With 17 years of dedicated experience in account management, including over 5 years in senior roles, I bring a wealth of skills and accomplishments that align seamlessly with your organization's needs.

Currently, I serve as a Senior Account Manager at Trust Distribution in Manchester. In this role, I have consistently built and maintained long-lasting client relationships. By collaborating closely with sales teams, I have identified growth opportunities and developed strategies that drive new account developments, leading to increased sales volumes. I also work with customer service and product development departments to enhance the overall customer experience.

My career is marked by a proven track record of achieving sales goals, advancing the sales cycle, and driving revenue growth through cross-functional teamwork. My leadership skills have been instrumental in enhancing sales teams and developing customer retention strategies, contributing to the overall success of my organizations.

My skill set includes effective time management, the ability to work under pressure, strong communication skills, customer service excellence, proficiency in the Microsoft Office Suite, project management expertise, and creative problem-solving abilities. These skills, combined with my extensive experience, make me confident in my ability to contribute to your team's success.

In my previous role as General Manager at Organic Everything in Birmingham, I led the business setup process, managed accounts efficiently, and built strong relationships with suppliers and customers. Additionally, during my tenure as an Account Manager at LBM Direct Marketing, I secured advertising contracts with major clients, collaborated on campaign development, and provided project management oversight.

In my spare time, I have a passion for assisting a friend with their business in content creation and brand building. This experience has further honed my skills in digital marketing, creative strategy, and brand development, and it has been incredibly fulfilling to contribute to the growth and success of a budding enterprise.

I am eager to bring my skills and experience to your team and contribute to its continued success. My proactive approach, leadership capabilities, and commitment to achieving organizational goals make me an ideal candidate for this position.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experiences align with your organization's needs in greater detail.

Sincerely,

Kate Humphreys