

LOUISE WOLSTENHOLME

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Profile:

Louise is a highly motivated; results driven individual with extensive experience in sales and business development. With 25+ years' experience in managing teams, she is people and results focused driving teams to success. Louise has developed broad product experience in a wide range of B2B sales and has a proven ability to quickly adapt to any business requirements. She has excellent verbal and non-verbal communication skills. Louise is accomplished in building professional customer relationships and can demonstrate continual success in demanding, target driven sales. She has the capability to generate new business and growth with existing customers, adding value to any business.

Key Skills:

- Successfully Managing Sales teams
- The ability to generate new business liaising with high level decision makers through from 1st touch
- Analysing the RFI/RFP through pitching and quoting to executing the work.
- Quality monitoring to FCA regulatory standard
- Coaching and Development
- Performance Management (Pips Process)
- Disciplinary Hearings ▪ Understanding of all HR processes
- Delivering regular 1-1s and team briefings
- Data analysis
- Resource planning
- Recruitment
- Logistics
- Compliance
- Ability to travel within role

Positions Held:

Gladstones Solicitors (Warrington) – General Managers / Contact Centre Manager / Head of HR
Dec 2020 – Present

Responsibilities:

- Manage the daily operations of the firm, Solving administrative problems
- Addressing human resources issues, oversee firm hiring, payroll, and budget.
- Oversight for the firm's day-to-day operations, including maintaining the office's budget, interacting with vendors, and scheduling appointments.
- Building, developing and motivating a team of Contact Centre Collections Administrators and Team Leaders.
- All facets of HR such as providing advice on employment matters, recruitment, performance management, one to one/ probation reviews as well as assisting with coaching Team Leaders and Managers through HR related issues.

Perkins Engines (Manchester) – Interim Customer Service Manager - July 2019 – Dec 2020

Responsibilities:

- Leadership and management of the following Departments; Customer services, Shipping, Parts Helpdesk, Claims and returns and Ecommerce.
- Logistics responsibilities for £200 million per annum.

Simply Bearings (Warrington) – Interim Office Manager - Jan 2018 - June 2019

Responsibilities:

- Responsible for the leadership and day to day management of multiple departments, Internal sales department, Export department, Purchasing Department
- Leading a team of several team leaders and a total of 50 FTE.
- Striving for Excellence and the ongoing growth of the business.
- Completed a full restructure.

Wilkinson Star (Manchester) - Interim Internal Sales Manager - Dec 2016 – Nov 2017

Responsibilities:

- Managing Internal sales department of 7 direct reports
- Attainment of a £12.4 million sales target
- Recruitment and training of sales team
- Business analysis of BI/Sales results
- Present sales result to board on monthly basis

Achievements:

- Increased daily average order volumes from 82 to 101 and total order values from £34k per day to 47K per day
- Increased telephone traffic, Inbound and outbound by 2000 calls per month
- Led project and Implemented (CRM) customer relationship management system
- Wrote a multiple training plans and delivered training to up skill Sales/Customer Service teams
- Completed appraisals for all line reports and agreed personal development plans and monthly / quarterly sales targets
- Competency in the delivery of company inductions and training for new starters

CPM UK (Warrington) - Business Development Executive (Client Service) / Sales Team Manager - Mar 2015 – Dec 2016

Responsibilities:

- Proactively managed client relationships over the telephone and face to face
- create a new business pipeline and deliver exceptional client service throughout quote stages and account management.
- Manage, lead and motivate a team of operations executives
- Manage a client database whilst owning specific projects
- Project manage new contact centre clients and tactical work pieces from end to end
- Present to the full department during the annual meeting

Achievements:

- As an integral part of a successful new business team I consistently deliver a firm pipeline of contact centre new business
- Selected to be on “Best yourself” the companies fast track development scheme - Part of the planning committee for the “Spirit of CPM” pillars organizing and executing events for the Warrington site
- Assisting with recruitment projects
- Received reward and recognition during company briefings for project managing new business securing work for 27 FTE - Competency in the delivery of company inductions and training for new starters
- Received unsolicited excellent feedback from a number of people that have worked for me

Kirkby Steel Tubes (St Helens) - New Business Co-ordinator - Nov 2009 – Mar 2015

Responsibilities:

- Generating new business and selling steel tubes B2B using a CRM system, email and telephone marketing
- Account management working to KPI targets and sales / gross profit targets
- Growing and maintaining a CRM database
- Collate and report performance figures and trends to board level management on a weekly basis, formal report and presentation
- Understanding prospective business to business sales generation and appointment making using a consultative approach
- Vast experience in dealing with small businesses (sme) right up to corporate accounts

Achievements:

- Gained valuable accounts for the business bringing 500k of new business per year with notable successes with huge companies such as Isringhausen and Rostek
- Adding value to the business by securing long term future contracts.
- Managing Business Development Managers and their diaries and appointments

Opal Telecom (Warrington) - Lead Generator - Oct 2008 – Nov 2009

Responsibilities:

- Maintain a CRM database
- Generating new business appointments, small to medium enterprises to corporate accounts

Barloworld (Warrington) - Telesales Team Leader - May 2006 – Oct 2008

Responsibilities:

- Team leader of 13 Internal sales members across multi sites
- Growing and maintaining a CRM database
- Increasing catalogue sales in the South, West and Wales
- Managing team performance in line with agreed processes and procedures
- Presenting team results to the senior management team
- Setting and tracking and reviewing team targets on a weekly basis

Achievements:

- Promoted to National Telesales Team leader during the first 6 months of being with the business
- Invited to the company conference to represent the Telesales and Parts aftersales teams which in total was more than 40 FTE
- Won new business contract to supply MHE for Heathrow Airport; supplying all their baggage handling equipment bringing in excess of £700K of work of into the company.

Air Miles Travel (Warrington) - Sales Manager - Oct 2005 – Apr2006

Martin Dawes (Various Branches) - Branch Manager - Jan2002 – Aug2005

Going Places (Prescot) - Travel Agent - 1996 – Jan 2002

Professional Qualifications:

- NVQ assessor (TDLB D32/33) achieved - 1997
- ILM Level 3 Leadership and Management achieved - 2002

References:

- Available upon request