

# Kerry Robinson

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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 systems in a fast paced ITIL environment running Oracle E-Business Suite, SAP, SQL, Navision and Remedy ticketing.

## Work Experience

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### **International PA & Marketing Assistant**

Evans Vanodine - Preston

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.

Using the in-house system to create & update amendments to packaging specifications in line with Quality & Product Compliance guidelines.

Work with the Regulatory Affairs manager to help register new and existing products overseas. Creating and requesting legal documentation for our customers for product registrations and renewals.

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

Manage and ordering the stock for marketing literature, ensuring correct customer translation of documentation and Marketing material where required.

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

Administration support for the Sales, Marketing and Export team when required.

### **Business Support Officer**

Lancashire County Council - Fleetwood

August 2019 to June 2021

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

Creating and advertising posts for new vacancies. Manage the interview process and liaise with applicants and the managers ensuring correct documentation, applying for DBS certification and formal identification checks are complete.

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

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

Creating and amending customer invoices, care portal up loads and daily registers.

Liaising with managers, social workers and health professionals on a daily basis.

## **Export Sales Executive**

AM Seafoods

September 2017 to 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 Company 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.

Attending bi-weekly production meetings. Providing assistance to the Shared Services team for invoicing and commission purposes.

## **Export Sales**

Fisco Tools

February 2014 to 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. Booking in air, sea and groupage shipments. Creating relevant export documentation and insurance certificates and ensuring documentation is released from NVOCC.

Reviewing work practises to reduce costs and improve efficiencies through Lean Manufacturing and KPI's.

Member of the company GPS safety system to improve general working practises.

## **Team manager for the Order Processing and Billing teams**

Contracts Administration and Billing - Dialog - London

May 2002 to 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 onto Oracle EBS, providing client support, data reports, testing software loads and customer account setups.

Attended twice weekly Back Office meetings with Dialog and IBM ensuring Service Level Agreements were adhered to. Produced and modified financial reports.

Creation of monthly financial reports within strict deadlines. Provided weekend / unsocial hours on call technical support. Released and monitored daily batch jobs.

## **Aerospace Systems Operator**

Royal Air Force

May 1989 to May 2002

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

Managing shift rota's, yearly appraisals and identifying training requirements. UAF account creation and maintenance.

Perform daily incremental, weekly image backups and data restores on all systems Providing online technical help desk support and advice to all users / customers.

Investigate software and hardware problems and initiate corrective action.

Responsible for transmitting and receiving software releases and software upgrades.

## Education

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### **GCSE or equivalent**

## Skills

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- Export Sales
- Sales and Finance reporting
- Customer Service
- Contract Management
- Microsoft Excel
- Adobe

## Military Service

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**Branch: Royal Air force**

Service Country: United Kingdom

Rank: Corporal

May 1989 to August 2001

## Additional Information

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DBS checked