

Tom King

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Personal statement

A conscientious and professional personal assistant with extensive experience in sales, team management and account management roles. A highly organised and efficient individual, whose thorough and precise approach to projects has yielded excellent results. Recent achievements with my current employer include the building of a sales team responsible for increasing profits year on year on year over the past 5 years.

Key Skills

- Business development of new and existing accounts maximising profitability of these accounts and fostering long lasting relationships including conflict resolution
- Excellent communication skills, both written and verbal
- Excellent time management, flexibility, and ability to adapt to needs of a business
- Recruitment and management of various teams within an organisation
- High proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint and various CRM systems

Employment History

Sales and Customer Service Manager, Morgan's Group, Oswestry

(January 2017 – Present)

Achievements and responsibilities:

- Management of high value accounts from onboarding to conflict resolution
- Recruitment and management of various teams, setting and ensuring various KPI's are hit and exceeded
- Heading up the day to day running of outbound sales team and customer service teams
- Assisting in the restructure of the business to produce more profitability for the group
- Increase of profitability of the business each year for the past 5 years

Business Development Executive, PHS Group, Field based (North Wales)

(March 2015 – January 2017)

Achievements and responsibilities:

- Onboarding and neutering of new and existing accounts, reviewing clients needs and created tailored solutions
- Seeking out new opportunities with both existing and new clients to increase account profitability
- Accurate recording of all visits in company CRM
- Writing up of contracts between PHS and clients
- Increase of brand across the region through onboarding of new clients

Business Development Executive, Imperial Tobacco, Field Based (Liverpool)

(March 2013 – March 2015)

Achievements and responsibilities:

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- Management of 200 key independent retailers in and around the Liverpool area
- Ensuring core company brands have good availability through sales and education of retailers
- Fostering excellent relationships with retailers to gain an edge on the market against competitor brands
- Resolution of retailer's queries and/or complaints
- Sales and delivery of core brands ensuring good availability of core Imperial Tobacco brands

Senior Account Manager, Black Widow Internet, Chester

(September 2007 – March 2013)

Achievements and responsibilities:

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- Management of my own and those of other account managers customers ensuring ETA's of websites met
- Upselling to existing customers to add new technologies to web projects and writing up of contracts
- Management of various teams in both Chester and India including graphic artists, website coders and sales staff

Retail Branch Manager, Activ Mobile, Wrexham

(April 2004 – September 2007)

Sales and Senior Sales Executive, O2 UK Retail, Wrexham, Chester & London

(October 2002 – April 2004)

Education

Ysgol Dinas Bran (High School and 6th Form)

(September 1995 – July 2002)

A-levels:

- General Studies – B
- English – C
- Mathematics – C

GCSE:

- 12 grades between B and C including Maths, English, English, Science and IT

References

References are available upon request.