

**CANDIDATE 12375**

**Position Sought:** Account management, client services, office management & business development opportunities

**Location Sought:** 15-20 mile radius of Witney

**Notice Period:** 1 month

**Salary Requirement:** £30,000+

**IT Knowledge:** Word, Excel, PowerPoint, Outlook, Internet, and various in-house systems

**IT Test Results:** Awaiting results

**UNIQUE SAFEGUARD FOR YOUR RECRUITMENT!**

**Armstrong Appointments offer a candidate replacement FREE OF CHARGE\* -  
Up to 8 weeks after commencement of employment or 100% REFUND\***

\*Subject to Terms and Conditions

*Recruitment Specialists for Permanent Placements and Temporary Assignments in  
Board-Middle Management/Executive Administration/Sales & Marketing/Office Support*

## **Candidate 12375**

**Driving Licence:** Full (car owner)

### **Education**

**1980 – 1985**

**Faringdon School**

**Faringdon, Oxfordshire**

7 GCE 'O' Level Passes, 1 'A' Level Pass

### **Other Qualifications**

- Excel, Word and Windows Courses.
- Programming SAS - Fundamentals of the SAS System Course.
- Book-keeping course through Open Learning.
- Supervisor's management course with TACK.
- Sales workshops courses.
- Grammar & proof reading.
- Export paperwork course.
- OLE & ODBC Report Writing.
- Numerous HR courses – managing stress, managing staff, managing disciplinary etc.

### **Key Achievements**

- Developing new and existing clients to meet company targets at TPR
- Development and Implementation of online acquisition programme at TPR
- Implementing new client services procedures at TPR for Account Management team
- Achieving 180% of target for new business in 2007-8 at TPR with 100% being achieved in first 4 months.
- Sourcing, Implementing and upkeep of new computer system at Sunshine Lifestyle Products – Exchequer software and Goldmine
- Completely re-writing (master documentation in Word) and implementing office procedures at Sunshine to ensure efficiency and high standards
- Negotiating and implementing all stationary and courier needs at Sunshine, keeping costs down and within budget but maintaining high levels of service
- Human Resources (including appraisals and disciplinary), Health and Safety Officer

## **Employment**

**February 2008 - Present Day**  
**Head of Client Services and Business Development (Acting Director from February 2008 to May 2008)**  
**Osneymead, Oxford**

### **Responsibilities;**

- Dealing with non-profit organisations.
- Overall responsibility of new and existing business and client services and business development teams.
- Overseeing current clients
- Developing new education division,
- Marketing
- Producing promotional material to be published
- Producing budgets
- Attending conferences and seminars
- Attending new and current business meetings throughout UK.

**May 2007 – February 2008**  
**Business Development Manager**  
**Osneymead, Oxford**

### **Responsibilities;**

- Dealing with non-profit organisations.
- Responsible for new business targets and marketing.
- Liaising and meeting with potential clients, attending conferences and seminars.
- Producing marketing material.

**May 2005 – May 2007**  
**Senior Account Manager**  
**Osneymead, Oxford**

### **Responsibilities;**

Dealing with non-profit organisations. Managing client accounts including day to day contact, complaints, ensuring targets are met, creative and data analysis, Set up of campaigns from data selection to end of campaign analysis, Liaising with IT, Reporting, Preparation of invoices, Attending internal and external meetings, Securing new business appointments, implementation and development of online acquisition programme through affiliate marketing (Maternity leave taken from June 2006 to Jan 2007)

**April 2004 - May 2005**  
**Account Manager**  
**Witney, Oxon**

**Responsibilities;**

- Dealing with charities
- Managing clients accounts
- Set up of campaigns
- Liaising with IT
- Reporting
- Overseeing donation handling & Data capture
- Preparation of month end invoices
- Attending internal & external meetings

**February 2004 – April 2004**  
**Telecomm Administrator.**  
**Witney, Oxon**

**Temporary Contract:**

Handling all paperwork relating to telecomm systems for the five Primary Care Trust and Mental Health throughout Oxfordshire. Purchase Orders, Cross charging, Invoices, Telephone enquiries, Internet, liaising with suppliers and customers.

**December 2003 – January 2004**  
**Administrator**  
**Eynsham**

**Temporary Contract:**

Actionenergy is part of the Carbon Trust and government funded, they are committed to reducing energy spend within companies.

Liaising with contractors who are contracted out to visit sites and then submit reports on energy efficiency and spend. Handling draft reports that are received and corresponding with reviewers to carry out technical reviews. Responding to e-mails, updating the CRM, report writing.

**April 1999 – October 2003**  
**Sales Office Manager**  
**Eynsham, Oxon**

**Responsibilities;**

- Office Personnel
- Customer Service Manager
- Upkeep of the computer system
- Import & Export paperwork
- European accounts
- Attending conferences

- European travel
- Sales order processing
- Marketing
- Stock & Warehousing
- General running of office, Health & Safety officer & UK & European customer service.

Fully competent in Word 2000 (Win 2000), Exchequer Enterprise, Goldmine, Outlook, Excel, & Internet.

**May 1997 - December 1998**

**Office Manager**

**Witney, Oxon**

**Responsibilities;**

- Consulting Agent
- Organising Training Courses
- Office Personnel
- Arranging Travel and Accommodation for Conferences in the UK and Abroad
- General Administration
- Some Tele-Sales
- Attending Conferences

Fully competent in Word 97 (Win 95), Excel, Outlook and the Internet.

**October 1995 -April 1997**

I did not work for this period as my husband then was transferring from Northumbria Police Force to Thames Valley Police Force. I had moved to Witney with the expectation that he would follow shortly, but it actually took a lot longer than expected and I did not want to commit myself to a job until we had confirmation that he was accepted into Thames Valley.

**September 1994 - September 1995**

**Assistant Operations Supervisor**

**Newcastle Upon Tyne**

**Responsibilities;**

- Back-up to supervisor
- Inputting Orders
- Invoice Queries
- Looking after Customers Accounts
- Goods Returned
- Purchasing Stock
- Supervising staff in Department

### **June 1992 - September 1994**

I took two years off work to raise my twin daughters who were born on 16th August 1992

May 1991 - June 1992 - Computer Operator

Witney, Oxfordshire.

Responsibilities

Customer Invoicing from Main Depots, Updating Customer Details, Monthly Computer Updates, Printing and Sending Customer Invoices and Filing.

October 1988 - May 1991 - Computer Operator / Telesales

Witney, Oxfordshire.

Responsibilities

Updating Computer System, Taking Telephone Orders, Selling New Products, Word Processing and Stock Control.

October 1987 - October 1988 - Sales Person

Parkstone, Dorset.

Responsibilities

Meeting Sales Targets, Ensuring Customer Satisfaction.

September 1985 - October 1987 - Supervisor

Oxford.

Responsibilities

Ensuring Customer Satisfaction, Checking Float and Takings, Staff levels and Stock Control.

### **Interests and Hobbies**

My children, Reading, Interior Design, Sports, and Socialising.

### **Personal Statement**

Although in a permanent position within The Phone Room, after 4 years I am looking for a change in direction. I am ambitious to pursue a career which will utilise and build on the skills I have acquired over the years, preferably in a similar role. Having taken above average levels of responsibility in all previous employment, I feel this would help me bring capability and maturity to any future role.