

# JANE DOE

## CONTACT

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 lee@lj-taylor.co.uk

## SKILLS

- Computer-savvy
- Budgeting and cost control strategies
- Staff development
- Vendor relationships

## ACCOMPLISHMENTS

- Recognised by management for innovative behaviours, leading to increased sales growth.
- Developed and instituted employee training and retention initiative that reduced employee turnover by 75% within 12 months.
- Built and nurtured key client relationships to grow profit by 18%.
- Planned and coordinated marketing projects resulting in increased media presence.
- Streamlined workflow by consolidating lengthy processes and redundant documentation that resulted in more effective and timely completion of JIT.

## PROFESSIONAL AFFILIATIONS

- Member, Association of BPIF
- Member, Institution of Chamber of Commons
- Member, Debate Committee

## ADDITIONAL INFORMATION

- hard working, adaptable and flexible in all working environments
- reliable and loyal with a forward thinking approach to business solutions

Customer-oriented General Manager with 11 years of managerial experience. Focused on increasing outputs, minimising costs and maximising overall efficiency. Adaptive and deadline-oriented with capacity to execute and complete multiple projects in high-stress environments. Meticulous leader and strategic planner. Accomplished Manager with extensive experience in front-of-house and back-of-house operations.

## EXPERIENCE

May 2011 to September 2022

**General Manager *LJ Recruitment Ltd***, Birmingham, West Midlands

- Empowered staff members to contribute to continuous improvement, quality and growth of company.
- Hired, coached and trained staff and monitored performance and offered mentoring to junior team members.
- Generated daily operational and sales reports for corrective action or continuous improvement.
- Maximised compliance by auditing quality systems.
- Trained culinary personnel to strive for continuous knowledge and professional development.
- Drove sales and maintained cost controls.
- Maximised revenue by identifying key long-term growth initiatives.
- Drove sales by effectively managing several multi-units within facility.

June 2007 to May 2011

**Sales Manager *AJS Labels Ltd***, Worthing, West Sussex

- Retained existing customers and substantially grew customer base, product line and sales volume.
- Liaised with customers to determine needs and provide recommendations.
- Monitored sales team performance and provided effective training to help reach targets.
- Resolved complaints by exchanging merchandise, refunding money and adjusting bills to achieve customer retention.
- Created professional sales presentations to creatively communicate product quality and market comparisons.
- Recruited, interviewed and hired people adding value, skills and experience to sales team.
- Mentored employees in successful selling techniques and encouraged cross-selling additional products and services.
- Forecasted product sales and achieved quarterly and annual sales objectives.

August 2000 to June 2007

**Customer Services Manager *Autoglass***, Bedford, Bedfordshire

## EDUCATION

September 1995 to May 1998

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## CERTIFICATIONS

- Business Excellence certified
- Leadership trust graduate

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## LANGUAGES

English: First Language

German: A1



Beginner

## NVQ Level 1 Business Development Birmingham City University, Birmingham, BIR

- Level 1 Graduate

September 1991 to May 1995

## A-Levels Sales and Marketing

Bedford Modern School, Bedford, BDF

- Coursework in Sales and Marketing