

Olivia Green

**ACCOUNT MANAGER**

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**- Professional Profile -**

- I am an experienced and influential Account and Business Development Manager demonstrating a proven track record in the delivery of corporate disciplines acquired principally within the hospitality industry.
- I am able to provide the culmination of over 5 years of experience, which includes key account management, operations management, customer service, business development and project management.
- I am a creative thinker and business leader, who proactively identifies and secures new business opportunities all in the pursuit of business growth and new business development.
- I offer considerable expertise in enhancing revenues through a strategic and solutions-based approach.
- I am presently seeking a new opportunity within business development where I can advance my skills and expertise whilst also allowing for continued professional development.

**- Key Skills -**

Business Development	Sales Management	Presentations
Relationship Management	Performance Tracking & Monitoring	Budget Control & Management
Client Relations	Excellent Verbal & Communication Skills	Customer Service
Attention to Detail	Business Leadership	Operations Management
Monitoring Performance & KPIs	Commercial Awareness	Project Management

**- Career Summary -**

**Account Manager**

Domino's Pizza | June 2012 - Present

During this time I was responsible for managing all accounts in the region, including leading business development activities and revenue growth. I proved to be particularly skilled in drafting and negotiating on new contracts which required exceptional attention to detail as well as the ability to meet critical deadlines. This required a detailed understanding of the area as well as the organisational objectives to design and create new business plans for each restaurant outlet. On my part, this has been a highly challenging role that has showcased my considerable ability to plan and organise a demanding workload, as well as my excellent listening, negotiation and presentation skills to secure additional funding for the business.

**Key Achievements**

Instrumental in sourcing and securing new equipment and kitchen goods for the complete refurbishment of 20 new restaurants at a reduced cost of £30K.

## Account Manager

Pizza Express | September 2006 - May 2012

I was appointed as an Account Manager for a leading restaurant chain where I was responsible for managing key relationships with suppliers, including project managing the rollout of new menus, processes, procedures, products and services. I proved myself to be particularly skilled in nurturing new relationships with restaurateurs and the sourcing and supply of new equipment and uniforms.

### Key Achievements

Strengthened strong working relationships with key partners both internally and externally and regarded for the ability to deliver engaging and convincing presentations.

Led a series of highly successful contract negotiations which saved the company approximately £20K per month.

## Placement Student / Management Trainee

Hilton Hotels | August 2005 - August 2006

During the third year of my studies, I secured a placement year as part of my degree programme. I covered a series of rotations, including food and beverages, front of house, operations management, HR and marketing. The remainder of my placement was spent in an area that I particularly enjoyed which was marketing and business development as I really enjoyed the sales side and business development aspects of my placement. I was principally required to work with a number of tour operators who were regular guests of the hotel in order to develop and maintain these relationships, whilst also prospecting new clients in order to ensure a pipeline of future business.

### Key Achievements

Excelled in developing relationships with a number of tour providers further evidencing exceptional relationship management skills; resulting in securing an additional 8 new tour providers and £500K in annual revenue.

Pitched and presented to a range of companies to promote the Hotel brand to external companies looking to utilise the conference facilities which secured additional bookings and a revenue of £100k.

Demonstrated a high level of presentation skills to the senior leadership team in ideas that I has generated in order to improve revenues which were successfully adopted across the business.

## - Education & Training -

2.1 BA (Hons) Business Management with Marketing, Manchester University (2004-2008)  
*Included placement year as part of a degree course with Hilton Hotels (2005-2006)*

Business BTEC Level 3 | Smiths Sixth Form College (2006-2008)  
10 GCSEs Including English and Mathematics (2004-2006)

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