

# Jess Longsdale | SALES MANAGER

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## SUMMARY

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- Hard working, confident manager with 5 years' experience within sales management roles.
  - Over 10 years within the retail sector.
  - Successfully led sales teams to achieve targets and reach professional goals.
- Exceptional leadership and communication skills, with the ability to build positive relationships throughout the business.
- Keeping up to date with sales strategies and adapting these to suit the needs of the business.
  - Organised individual with the ability to work to targets and meet deadlines.
  - Drive and dedication to ensure company and individual goals are achieved.

Achieved 'Employee of the Month' 30 times in role as Sales Executive at Look Right.

Helping the company to grow sales by 40% within role as Sales Manager at Look Right.

Exceeded targets every month in role at Barmers Construction, received award for the 'Telesales Executive of the Year'.

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## EXPERIENCE

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### SALES MANAGER

*Look Right*

Sep 2015 - Present

- Promoted from roles as Sales Executive within the organisation.
- Responsible for managing a sales team for a well-known fashion retailer.
- Managing a £1 million sales portfolio.
- Designing and developing sales targets for a team of 20 and managing individual and team performance.
- Developing sales strategies to maximise profits.
- Dealing with difficult calls on behalf of team members and dealing with day-to-day queries from the team.

### SALES EXECUTIVE

*Look Right*

Jan 2005 – Sep 2015

- Making sales calls to prospective customers, using a variety of sales techniques to close the deal.
- Building rapport with customers and managing relationships to ensure repeat business.
- Dealing with customer queries, via email and telephone.
- Working towards goals set out by the Sales Manager and providing cover to the Sales Manager as required.
- Attending weekly sales meetings, setting goals and planning for the week ahead, including new product releases.
- Involved in the recruitment and training of sales staff.

### SALES EXECUTIVE

*Sharp Shoes*

Aug 2000 – Jan 2005

- Building and managing relationships with suppliers and customers.
- Developing sales practices to ensure repeat customers, as well as new customers.
- Generating leads and distributing to relevant sales teams.
- Advising stockists on products and keeping up to date with any new product lines.
- Acting as the first point of contact for sales team.

## SALES ASSISTANT

*Sports 4 You*

Aug 2000 – Nov 2004

- Welcoming customers into the store, providing a friendly, helpful service.
- Supporting the sales goals, and up-selling products and store cards, where appropriate.
- Offering alternatives where required, and exceeding expectations of any customers entering the store.
- Maintaining the shop standards and ensuring merchandise is kept clear and tidy.
- Replenishing stock as and when required.

## SALES ASSISTANT

*J & L*

Jul 1998 – Aug 2000

- Dealing with customers at the cash desk, serving, handling cash and upselling other products.
- Receiving and processing deliveries as required.
- Ensuring loss prevention and safety within the store by adhering to company regulations and policies.
- Liaising with external companies as required, including suppliers.
- Ensuring the highest quality of customer service and going the extra mile for customers where possible.

## TELESALES EXECUTIVE

*Barmers Construction*

Aug 1997 – Jul 1998

- Communicating with potential clients and current clients via telephone, social media and email, selling the services of the company.
- Managing client accounts and keeping track of own pipeline.
- Delivering a high-quality service to customers in order to make sales and retain customers.
- Liaising with other departments as required to deliver on the customer's expectations.
- Setting and achieving targets, both individually and as part of the team.

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## PROFESSIONAL QUALIFICATIONS & EDUCATION

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### OPEN UNIVERSITY

#### BA Sales Degree

Modules included: Principles of Sales and Selling, Marketing Communications, Negotiation and Pitching Skills, Strategic Management.

#### HND Sales and Marketing

Modules include: Marketing Techniques, Services and Event Marketing, Sales and Negotiation, Driving Innovation, The Business Sales Professional.

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## HOBBIES & INTERESTS

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Out of work, I love visiting the gym. I'm also a member of a local running club and I compete regularly in organized running events. For the last year, I've been coaching and mentoring under 16s in the club.

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## REFERENCES

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References are available on request.

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