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 -

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| --- | --- | --- |
| Business DevelopmentRelationship ManagementClient RelationsAttention to DetailMonitoring Performance & KPIs | Sales ManagementPerformance Tracking & MonitoringExcellent Verbal & Communication SkillsBusiness LeadershipCommercial Awareness | PresentationsBudget Control & ManagementCustomer ServiceOperations ManagementProject 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

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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.

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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

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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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