Jess Longsdale | SALES MANAGER

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# SUMMARY

* 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.

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|  | Helping the company to grow sales by 40% within role as Sales Manager at Look Right. |  |
| Achieved ‘Employee of the Month’ 30 times in role as Sales Executive 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

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

Aug 2000 – Jan 2Sharp Shoes

* 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 Aug 2000 – Nov 200Sports 4 You

* 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 Aug 2000 – Nov 200Sports 4 You

* 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 Aug 2000 – Nov 200Sports 4 You

* 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.

# PROFESSIONAL QUALIFICATIONS & EDUCATION

OPEN UNIVERSIY

BA Sales Degree

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

HND Sales and Marketing 1998 - 2000

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

# HOBBIES & INTERESTS

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.

# REFERENCES

References are available on request.

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