

# Name Surname

Dorset, UK

BA in BUSINESS MANAGEMENT [concentration: MARKETING]

phone • [email@address.tld](mailto:email@address.tld)

Profoundly knowledgeable, creative and enthusiastic **specialist** with solid experience in consulting, providing information in an effective manner, advice and solve customer enquiries. Highly organized and enthusiastic; able to prioritize effectively to accomplish multiple tasks and complete projects under pressure. Skilled at cultivating excellent relationships with both clients and colleagues. Remarkable experience working with commission, targets and budgets.

**Excellent communication/networking skills:** high level of promotion/advertising abilities.

**Research:** experience in performing research studies on related issues from start to finish.

**Strong drive to success:** willing to determine own value within the company.

**Marketing abilities:** experience in identifying market segments/trends and potential customers.

## KEY SKILL SETS

- Ability to manage travel plans and organise tasks effectively
- Highly commendable administrative and managerial skills
- Ability to speak fluently and confidently before a large audience
- Receptiveness to new ideas and other people's insights
- Efficiency in getting the best deals
- **IT Literacy:** Microsoft Office Suite: Word; Excel, PowerPoint; Point of Sale System (POS system).
- Goal-driven and passionate about work
- Great interpersonal and communication skills
- Meticulous with details
- Outstanding problem-solving abilities
- Admirable resourcefulness
- **Language skills:** English; South Korean.

## EMPLOYMENT HISTORY

**Company Name, Dorset, UK – SALES CONSULTANT** [full time] **Present-2011**

- Working directly with customers via telephone taking outbound/inbound calls to persuade potential and current customers to purchase new products and/or services.
- Understanding and following the FSA laws and regulations to pass call scores compliance 90%+.
- Identifying customer issues and providing appropriate solutions via up sell of additional products and or services and obtains customer commitment and facilitates delivery of product.

**Company Name, Dorset, UK – SALES ASSISTANT** [part time] **2011-2006**

*By proving high quality of sales and communication services **got promotion** to Sales Sunday floor supervisor in 2009. Authorized refunds and exchange where needed.*

- Provided initial contact to the elite clientele, responding quickly and diplomatically to client concerns to ensure superior service and satisfaction.
- Sold premier retail products to clients through accurate assessment of client needs and overall product knowledge.

## EDUCATIONAL BACKGROUND

**BA [Hons 2:1] Business Management with Marketing** **2008-2011**

UNIVERSITY NAME, Winchester, UK

*Core Modules:* CRM | Financial Accounting | Quality Management.

*Dissertation:* "Name".

### **Qualifications:**

- Customer Care Qualification 2008
- Diploma in Health, Safety and Employment Standards 2008

**Level 3 Theatrical & Media Makeup and Hair** **2007-2008**

NAME COLLEGE, Poole, UK

## AWARDS

- Bursary Award for confidential details 2008
- Two Governors Awards for confidential details 2005-2006