

# Maxine Curry

## Customer Account Manager

### AREAS OF EXPERTISE

*Identifying buying patterns*

*Lead conversion*

*Revenue growth*

*Cold calling*

*Deal making*

*Team meetings*

### PROFESSIONAL

*French speaker*

*First Aider*

### PERSONAL SKILLS

*Passionate*

*Forward thinking*

*Focused*

*Hard working*

### CONTACT

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*Driving license: Yes  
Nationality: British*

### PERSONAL SUMMARY

Maxine is that special person with the drive, ability and motivation needed to make things happen and promote those products and services that meet the precise needs of her customers. She can influence staff without having to exercise her authority and comes to you with a reputation for bringing people together and then making them pull in the same direction. Right now she is keen to join a company where she will not only get to work in a professional sales environment but also be given a competitive salary along with numerous other benefits.

### WORK EXPERIENCE

#### *Company name – Location*

CUSTOMER ACCOUNT MANAGER Jun 2013 – Present

Responsible for managing a client base of over 100 accounts, calling each one on a weekly basis to capture their order.

#### *Duties:*

- Managing the initial contact with new customers and generally giving new customers a positive impression of the company.
- Showing customers how to use the company's products and services so that they get best value from what they have bought.
- Checking with potential customers to see if they need any more information about our products or services.
- Proactively developing marketplace awareness of the company's products with the goal of achieving market leadership.
- Liaising with Supply Chain Partners to facilitate delivery of goods.
- Coordinating both pre-sale and after-sale activities.
- Maintaining the customer order book, ensuring that the data is up to date & accurate.
- Identifying new customer leads and passing these onto the external Sales team.
- Taking ownership of customer enquiries and bringing them to a swift resolution.
- Contributing to weekly team meetings, staff appraisals and business plans.

#### *Company name - Location*

JOB TITLE Employment dates (i.e. Aug 2011 – Jun 2013)

### KEY SKILLS AND COMPETENCIES

- Maximising sales opportunities through the development of customer relationships.
- Building profitable and business focussed relationships with clients.
- Excellent Administration skills with a high level of attention to detail.
- Positive, confident and friendly demeanour with high level of integrity.
- Confident in presenting to decision makers in both public and private organisations.

### ACADEMIC QUALIFICATIONS

*Nuneaton University* **2008 - 2011**  
BSc (Hons) Sales Management

*Coventry Central College* **2005 - 2008**  
A levels:  
Maths (A) English (B) Technology (B) Science (C)

**REFERENCES** – Available on request.



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