

VICTORIA M



Personal statement

I am a hardworking, self-motivated and ambitious individual, with excellent communication and customer relationship skills. I am assertive and like a sense of order. I have a controlled style, which means I am calm and collective but can be strong and patient when a situation demands it.

I like to succeed in all the goals I take on, I strongly believe in setting myself high standards and motivational objectives. My patience has helped me to remain good-humored and confident within many difficult situations. Business professionals such as Lord Alan Sugar and Peter Jones inspire me to take on a "can do attitude". My creative ability, which stems from my lively imagination, gives my teaching/training methods more impact and enhances the learning experience.

My Specific experience is in the Telecommunications sector. I am a technical sales & engineering professional with a broad skill set. I enjoy facing new challenges and objectives with the persistence to maintain the highest standard in tasks undertaken. I am PC literate with knowledge of MS applications and sage accounting software.



Statistics

Skills

- Extensive knowledge encompassing nine year's experience within business training
- Field trainer
- Brand ambassador
- Learning and development, learning styles, coaching and facilitation
- Training delivery, design, and soft skills
- Outstanding customer demonstration and presentation skills
- Proven ability to work under pressure
- Eagerness to learn and develop
- Exceptional customer service skills - maximize customer satisfaction and incremental/repeat business
- Keen social and networking skills with a wealth of experience in face to face meetings presentations, conferences, demonstrations and stage sets.
- Telecommunications technical support
- Operations, installations, project and event management
- Office Administration
- Accounting data entry (Sage)
- Purchasing competitive sourcing
- Exhibitions and Trade Shows Public and B2B
- Excellent Approach, Invite ,Engage, Inform, Persuade, Retain, Introduce, Data Capture Skills
- Quickly learn any product and client brief and deliver .
- Product Sampling/Selling
- Demonstrator/Sales
- Corporate and Exhibition Hospitality
- Direct Product Sales
- Product /Service Launches and promotions
- Venue/Store Launches and Promotions
- Field Campaigns, Data Capture
- Experiential campaigns and promotions
- FMCG, Products and Services
- Targeted Sales Lead Generating/Appointment Making
- Brand awareness and leafleting campaigns and promotions
- P R and Publicity Campaigns

Contact us today if you would like Victoria to represent your business

Work Experience

December 2010 to Current

Telecoms Training Voice & Data Training Consultant

I have now left Verridian and have gone back into business with Telecoms Training. I provided new and on-going training to end users and telecommunications engineers on the telephone equipment and associated products supplied by the telecoms provider.

July 2009 to December 2010

Verridian PLC Training Consultant

When joining Verridian rather than my clients losing a training supplier, Verridian acquired my customer base and continued training with my clients this increased their team, providing an increased capability and this obviously added value. I trained and developed two additional Verridian trainers on five different telecommunication systems.

I work within the Verridian dedicated training team as a Field Training Consultant. My role involves training new and existing Verridian customers on mobile devices and services. I travel extensively within the UK delivering in-house training and development programs to various sites. I provide a wide range of training solutions for many of the world's blue-chip manufacturers, resellers, call centre/retail operators, agency staff, field force, independent retail, global flagship stores and European partners. I manage requests for work from clients ensuring budget, objective, content and return on investment is met. I build rapport with customers, ensuring contact engagement and I report feedback on all training, events and conferences on a daily basis. This has resulted in the creation of a database capturing vital information for future use.

I engaged with customers during large company events and conferences, training and demonstrating key features and benefits of specific products. I manage projects from start to finish for key accounts. Identifying the overall objective, created the competition mechanic, devised the overall budget, co-ordinate with Production Managers regarding equipment, liaised with marketing/audio visual departments in the production of the competition cards and facilitated pre communication to the site. For many of these projects results of my visibility and incentive, has increased total sales by 50%, over the event periods for the products I trained on and highlight in my sessions. Feedback from these events sees me being asked to return again. Along with the events I created and delivered Train the Trainer sessions for agency staff. Also delivery of product specific back to back training sessions adapted to be fit for purpose for each business site.

I work flexibly, efficiently and in full co-operation with my team and other staff to maintain the highest professional standards and to promote and implement the strategy and policies of Verridian. I contribute to business and **service improvements and ensure that established standards are achieved as part of the effective service provision within the business. In the short time that I have worked for Verridian I have gained my TAP Trainer Assessment Programme in training/delivery, my Bronze and Silver Nokia Academy Accreditations in learning and development, learning styles, coaching and facilitation and Customer Service NVQ Level 2**

July 2006 to July 2009

Telecoms Training Voice & Data Training Consultant

I provided new and on-going training to end users and telecommunications engineers on the telephone equipment and associated products supplied by the telecoms provider.

I worked as a freelance Voice & Data Training Consultant with the Admiral Group and other communications companies. Training all new and existing customers to use their new business telecom systems and windows operator consoles to improve their customer and staff communication experience. My aim was to get every employee to use their new system effectively. My duties included planning training sessions, to incorporate new skills producing training needs analysis (TNA) creating user guides, leave behinds, training powerpoint presentations and quick guides. I was responsible for setting up demonstrations and meetings with potential customers. My training sessions included training within small groups, classroom style, stage sets, road shows, conferences and training videos. I trained general staff to director level. My career high was delivering training for Lord Alan Sugar and his staff at Amsprop Estates Ltd.

Examples of the clients I trained Amsprop Estates Ltd, Thomas Eggar LLP, Julien Macdonald and Kerrygold Ltd.

I managed all parts of the business from producing & maintaining my own accounts to marketing and generating new business. I acted as Account Manager to existing clients for additional telephone equipment and sales.

Work experience cont:

October 2005 to June 2006

Admiral Group Ltd Field Trainer and Project Management

I joined the Admiral Group after they acquired Wisdom Telecom. I trained all new and existing customers in the use of new systems. When office based my responsibilities involved project managing new installations, customer services, sales order processing, technical support and account management. With my experience I was able to take on an increased workload without the introduction of more staff.

July 2001 to October 2005

Wisdom Telecoms Ltd Training and Operations Manager

This was my first position after leaving full-time education. My day to day duties included administration of operations, project management, installations, engineering management, account management, technical support and end user training.

During my time with Wisdom I received technical support, account management and sales training.

- Trained and developed new, existing customers, internal and new staff
- Managed new and existing customer sites
- Researched graphic/advertising agency/web design
- Located new offices, coordinated office relocation
- BT Order Management PSTN, ISDN2e, ISDN3o & ADSL
- Produced and organised the monthly telephone billing run
- Purchasing and stock management
- Credit control, sales/purchase ledger administration using the Sage application and ISO 9001 training
- Organised and promoted the company's annual Oxfordshire Business Exhibition
- Dealt with all personnel files
- Organised all company social events

1998 - 2001

Intern Abingdon College

Vision Marketing & Leisure Marketing Assistant
Dunmore Primary School Assistant PE Teacher
The Abbey Centre Social Worker
Carswell Primary School Classroom Assistant
Old Station House Care Worker

1993 - 1998

English Speaking	B
English Literature	C
English Language	C
Art	A
Geography	C
Maths	D

1998 - 2001

GNVQ Level 3 Leisure, Tourism & Business Studies Equivalent to 2 A levels	Distinction
GNVQ Level 2 Leisure, Tourism & Business Studies Equivalent to 5 GCSEs at grades A* to C	Distinction
GNVQ Level 1 Health & Social Care	Merit

Additional Qualifications

- Bronze & Silver Accredited Nokia Academy Trainer
- Customer Service NVQ Level 2
- TAP Trainer Assessment Programme - In Training & Delivery
- Verridian Winner of IITT 'Training Company of the Year' award 2010
- Accredited Aastra, Inter-Tel, NEC, Samsung and Siemens Trainer
- Accredited trainer for Office Handsets/IP/DECT/Voicemail/Windows Ops Consoles/Callview/CTI Software/Programming Tools

Personal

Date of Birth, 23rd October 1981, Excellent health , Non smoker, No dependents, Full clean driving license