

Sienna Slater

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PERSONAL PROFILE

Professional, enthusiastic **Office Manager** with over 10 years' experience of introducing cost saving initiatives, building brand awareness and managing projects for a variety of businesses within retail and financial services. With a performance record of securing large-scale contracts and managing large teams, is now seeking to utilise sales, marketing, organisational and project management skills to transition into a Sales Management role with a forward-thinking, high growth organisation.

KEY SKILLS

Management & Training

- Supervised and managed up to 18 staff on varying levels including training on a one to one basis.
- Managed the recruitment process of both permanent and temporary staff for a variety of positions.
- Maintained staff contracts and employee records.
- Provided group training sessions to 100+ people from the retail sector.

Sales & Marketing

- Secured contracts valued at £265k via proactive cold calling efforts; acquired 15 new accounts and increased sales by 172% within a six-month period.
- Designed and implemented computerised and manual database systems ensuring efficiency in gathering, sorting and storing information for sales and marketing use.
- Created new marketing opportunities by initiating internal and external promotional days, offering customer discounts and incentives.
- Raised company profile and brand awareness; advertised in niche publications and attended targeted events.

Administration/Office Management

- Manage the office from the purchase of stationery and office equipment through to organising staff travel arrangements and social events.
- Administrate all aspects of running 20+ character licenses including contracts, factory audits, royalty records, royalty payments and resulting correspondence.
- Designed and implemented new systems including a time management system that monitored workload which reduced job conflicts and increased the ratio of money earned to time taken.

Financial Management

- Create accounts payable and control company petty cash.
- Produce monthly financial statements, including sales book, utilising Sage Line 50 reports.
- Perform and monitor all international banking transactions.
- Undertake bookkeeping, budgeting, submission of VAT returns and BACS payments to suppliers.
- Monitor all issues surrounding stock control.

Communication/Negotiation

- Strong communicator with the ability to sustain good business relationships.
- Communicate daily with suppliers, logistical companies, warehouses and customers to ensure smooth delivery of goods.
- Manage the purchase of all stock and equipment, regularly securing discounts of up to 10% by negotiating with suppliers.
- Liaise with customers throughout their entire transaction including quoting, order processing, invoicing and credit control.

Project management

- Restructured the integral workings and procedures of a failing company, transforming it into a profitable concern.
- Single-handedly organised office relocation from selecting the new premises and negotiating rental agreements through to arranging the IT network and phone line restructure. Saved the company circa £6k per annum on rent.
- Initiated and managed the creation of company's new website keeping the works in-house and saving around £10k.

PROFESSIONAL EXPERIENCE

Absolute Gifts, Kingston <i>Office Manager</i>	2002 – Date
South West Stationers, Surbiton <i>Director</i>	1988 – 2002
Abbey National <i>Manager</i>	1978 – 1988

AFFILIATIONS

National Trust; Royal Society for the Protection of Birds; London Wildlife Trust; National Fox Welfare Society; West London Astronomical Society.

EDUCATION

8 O' Levels: Kingston High School 1978

ADDITIONAL INFORMATION

- IT Skills:** Extremely competent with Microsoft Word, Excel, Outlook; sound understanding of Sage Line 50.
- Interests:** League table tennis, socialising with friends and family.