

I am a dynamic, proactive and high-achieving Sales Engineer of 6 years with spellbinding prowess, and a touch of quirkiness. I have a deliberate background in people and technology with a career objective to increase revenue through sales for companies that are poised for growth and client satisfaction. I wield a unique blend of sales focus know-how and charismatic charm, crafting bespoke solutions that enchant clients and deliver extraordinary results.

From ingenious applications that accelerate medical treatments to engineering powerhouse turnkey solutions, my enthusiasm for sales and focus on customer delight is unparalleled. Through my aptitude and resourcefulness, I contribute a magic touch to elevate business' successes. I am seeking a new challenge in which I can leverage my skills and contribute to the growth and success of a forward-thinking company.

PROFESSIONAL INDUSTRY EXPERIENCE

Repifix Limited, Sales Engineer, London, England.

July 2021 - Current

- Specialise in sourcing new clients and demonstrating how our Job Management System enables Building Managers and Estate Agents to accept quotes, book jobs, pay invoices and manage reports.
- Conduct various face to face and remote B2B insightful technical presentations to Estate Agents and Building managers, enhancing confidence and illustrating how the Job Management system allows them to efficiently respond and resolve maintenance and/or repair problems within their property portfolios as a same day service.
- Establish thorough analysis of customer inquiries, deducing their project needs and timelines to then guide clients through a cradle to grave process of the technical aspects. Advising on the correct products to enable complete problem resolution via the fully interactive Job Management System Simpro.
- Surpassed the company set OTE month on month due to great organisation skills and product knowledge, allowing a steadfast and confident approach in the delivery of the product which enhanced sales development.
- Employed adaptability and innovation while working with Tech Sales and spearheaded a dynamic hybrid team to deliver solution based sales strategies and expand sales operations into different regions of the country quicker, through demonstrating our product simultaneously during sales pitches (SaaS). This dynamism increased the revenue of the South East division by 27% in the 1st quarter and 35% in the second quarter of the pilot year.

Kybrook Limited, Sales Engineer, England and EMEA (Europe, Middle East, and Africa).

October 2018 - June 2021

- Organised both face-to-face and remote meetings via the CRM, whilst working alongside the Sales Director to facilitate demonstrations of our M&E (Mechanical and Electrical) services to Building Developers and Commercial Building Managers.
- Displayed the full capability of how Kybrook's cutting edge CAFM (Computer Aided Facilities Management) technology provides full management of the clients portfolio from the palm of their hands. From raising jobs right through to invoicing, ensuring that our M&E services are met on time and to the highest standard as set by Government Legislation.
- Demonstrated the technical specification for product compatibility and how automation within the CAFM system allows laborious day-to-day functions to be completed at the click of a button.
- Intelligently showcased how Kybrook's M&E services are delivered best through the use of the CAFM. The sales teams were then able to sell the M&E services to the client and also get them to purchase the CAFM system as a standalone cost due to the value it brings to the business (minimal down time of assets, 25% revenue growth due to efficient reporting and job scheduling).
- Assisted in the development of sales strategies and tactics to increase sales and market share growth within EMEA.
- Utilised my knowledge and experience gained in previous companies to astutely determine what the pain areas were within the clients' infrastructure resulting in consistently achieving annual sales revenue targets since 2019.
- Accomplished a 20% increase in issue resolution and a notable 30% increase in customer retention.

EMIS Web, System Implementation Lead, London, England.

June 2017 - October 2018

- Adopted a consultative and solution led approach to stakeholder engagement and collaborated with both stakeholders and clinical leads within various NHS (National Health Service, UK) Medical Trusts to assist the sale of EMIS Web, a clinical system for clinicians allowing them to view electronic healthcare records as opposed to manual paper systems.
- Utilised my technical knowledge and experience gained in previous employment to astutely determine what the pain areas were within the clients' infrastructure and understand their business strategy to boost profitability.
- Cooperated with multidisciplinary teams to address the clients' needs and settle any technical or logistical challenges.
- Worked closely with the Tech Sales team to deliver frontline technical support and develop strong, certified relationships within the Trusts which helped introduce and demonstrate how EMIS Web allows a full view of the demographics, progress notes, appointments, documents, care records, test results and referrals of patients in real-time, as well as reliable technical support.
- Worked closely with a Data Migration pod to ensure all confidential patient files were migrated to the new application. Throughout this process, conducted weekly meetings to build on the client relationship, update them on progress and utilise it as a sales touchpoint for additional services/products.
- Utilised transformation techniques to improve the patient journey within the Trusts' diaspora and the efficiency of the delivery of their care, enabling private clients to rely on the application and ultimately increase their prescription purchases by 22%.
- Influenced the up-selling of the reporting features within the Web application, allowing access to KPI deliverables for remote senior management.

- Exercised cross-selling techniques for Data Migrations automation.
- Increased EMIS Web sales by 30% year on year by implementing an unwavering style of selling, resulting in achieving the 'Top Salesperson' for the quarter within the company.

AT-Tech, Transformation Lead, England.

April 2016 - June 2017

- Cultivated robust, professional client relationships and led the transition to a paperless ecosystem for international private healthcare institutes by demonstrating electronic systems for more efficient, safer and more accurate recording.
- Implemented and championed a mobile application alongside the UX developers called Dr. IQ.
- Through a process of testing, reviewing and learning, conducted a trend analysis and transformed the patient application to allow them to interact with a doctor/clinician in real-time, view appointments or have a remote consultation; allowing doctors to diagnose via images and also prescribe prescriptions.
- Once transformed from the manual paper system to the digital system, the automation software unlocked treatments within 2-3 days instead of 5-7 days for the patients. This reduced labour costs by up to 35% and increased prescription dispensing by 50%.

LFB (London Fire Brigade), Automation Test Lead, London, England.

November 2015 - April 2016

- Seconded to the Technological department as an Automation Test Lead to refine the technical processes behind emergency response times, communicate the Publics' needs to R&D teams, and advocate an automation first approach.
- Assisted with the implementation of a system for the public to request smoke alarms to be installed in their properties from the comfort of their home via a mobile POMS system. This increased the number of alarms installed per month by 30% in each borough, elevating the publics' safety.
- Engaged with local authorities and schools to allow for the LFB community fire safety systems and information to be integrated into the Government establishments.
- Provided test reports to an inhouse Training Development team, and worked with them to implement an MTB Citrix system that communicates with the LFB training provider Babcock International, so they were notified and informed of fire engine attendances with full real-time inventories when training at remote locations. This reduced response times in emergency situations from 5 minutes to 4 minutes.

PROFESSIONAL EXPERIENCE

LFB (London Fire Brigade), Fire Fighter, London, England.

February 2012 - November 2015

- Conducted practice drills/training to respond to emergency call-outs, with reliable contingency plans in the face of dynamic environments.
- Rescued people and animals from burning buildings and accident sites.
- Regularly attended emergency incidents including fires, road accidents, floods, terrorist incidents, spillages of dangerous substances, and rail and air crashes.
- Nurtured a calm and collective approach to highly stressful and challenging life threatening situations. Instilled trust into members of the public during times of trauma.
- Attended members of the publics' homes to demonstrate and/or roleplay the extreme importance of having a fire safety and smoke alarm system installed in their home.

Maintenance Technician (Self Employed), London, England.

March 2009 - July 2016

- Problem solved and diagnosed complex issues to provide the clients with simplistic explanations and resolutions.
- Consulted with the client and put them at ease by demonstrating and up-selling better smart systems and where possible, home automation (facility controls and home security) which achieved 100% customer satisfaction.
- Attended sites to review work and bid for them independently. All tenders were won due to personality, charisma, charm and technical know how. This led to repeat business and high client referrals.
- Produced bespoke solutions with new, robust and user friendly materials.
- Established reduced monthly bills for the end user and confidence in the reliability of their appliances.

SOFTWARE PACKAGE EXPERIENCE

Microsoft, Google Workspace, Zoho CRM, Simpro, Office 365, SFG20.

INTERESTS

Fitness, Family, Self-Development, Football and Rugby Coach (under 11s).

EDUCATION

BA Hons. Accounting and Finance - De Montfort University, England, UK

Business Studies BTEC International Diploma - Newham College of Further Education