

PROFILE

I am an accomplished native English speaking professional with over seven years' experience in the tech and financial services industries. My excellence is evidenced by my performance during the most dismal market conditions endured in decades, whereby I achieved the top grades in my goals (performance metrics) and my leadership (career and company development) ratings in all my bi-annual evaluations at my firms across 2020, 2021, 2022 and 2023.

I achieved these results due to my ability to consistently influence, persuade, negotiate with, and close enterprise decision makers via strategic copywriting (e.g. email) and tactical verbal communication (e.g. phone, Zoom) skills in industries ranging from real estate to energy to telecoms and more in European, Middle Eastern and African markets.

Providing outstanding, not merely excellent, service to clients is where both my expertise and my burning passion lies - to leave them with a feeling so good they would feel bad if they did not share their overwhelmingly positive experience.

ACHIEVEMENTS

Drives Results:

- Most Profitable FXIP Prospect Qualified in All of The Business (Alantra Private Equity).
- Won Business of this Leading Private Equity Firm with >£500M Assets under Management.
- £7.2M Transacted in First Transfer Alone Generating a Yield of £35,000 to my Firm.

Builds and Leverages Relationships:

- Mutually Beneficial Collaborative Networks Fostered with Internal Business Units.
- Sales, Credit, Fraud, New Accounts, Back Office, Travel.
- First Class Client Experience Achieved Due to Increased Cross-Departmental Synchronicity.

PROFESSIONAL EXPERIENCE

July 2023—Present Agency Account Lead.

Agency Account Lead, Brandwatch, Remote, United Kingdom.

- **Converting:** Winning New Clients by enabling my Account Executive to sign Network Agencies to Our Software Suite by Booking Fully Qualified Meetings, via Self-Generated Prospecting.
- **Networking:** Collaborating with my Account Executive and the Customer Success Team, to bring the Prospect down the entire Sales Funnel, from Prospecting to Signing to Onboarding as a Fully-Fledged Client.

July 2021—June 2023 Outbound Payment Executive.

Outbound Sales, TakePayments Limited, Remote, United Kingdom.

- **Closing:** Winning New Business by enabling my Payment Consultant to sign Enterprises to Accept Card Payments through TakePayments via Fully Qualified Appointments.
- **Collaborating:** Problem Solving with Payment Consultants and Admin to see the Customer through to the end of the Sales Cycle, from the Prospecting Stage to Acquiring with Barclaycard.

June 2020—June 2021 Corporate Account Consultancy Executive.

Commercial Servicing Network, American Express, Brighton, United Kingdom.

- First Point of Consultation for Account Development Managers to Help Drive and Increase Spend Volumes by Global Clients on Corporate Accounts with American Express.
- Responsible for Ensuring the Spend of Corporate Clients Faced Minimal Disruption Through Collaboration with Payments Services, Compliance, Credit, Sales, & The Client Themselves.
- Administration of a Variety of Products Including Corporate Business Travel Accounts, Corporate Purchasing Cards, Corporate Meeting Cards & Corporate Green, Gold and Platinum Cards.

October 2018—May 2020 Small, Medium Business and Corporate Sales Executive.

Commercial Servicing Network, American Express, Brighton, United Kingdom.

Service:

- Premium Travel / Concierge / Insurance / Payments / Credit / Business Development.
- Know Your Customer (KYC) & Anti-Money Laundering (AML).

Growth:

- Foreign Exchange International Payments (FXIP) Orders.
- Platinum & Gold Business Supplementary Cards & International Currency Cards.

January 2017—September 2018 Sales and Customer Service Executive.

Sky Protect, Domestic and General Insurance, Brighton, United Kingdom.

- Sales of insurance products encompassing the Up-Selling, Cross-Selling, New Business, Renewals, Reinstatements and Retentions of Policies.
- Sales transactions administered through the management of Direct Debits, Credit Card Payments, Refunds and Sums Owed to Domestic and General Insurance.
- Performance metrics constituting both the Customer Satisfaction Score (CSAT) and Quality Assurance (QA) continuously accomplished on a targeted basis.
- Without exception abiding by the principles of the Data Protection Act and the relevant regulations of the Financial Conduct Authority and the Prudential Regulation Authority.

May 2009—December 2016 Sales Assistant and Helpdesk Advisor.

Shaws Department Stores, Crescent Shopping Centre, Limerick, Ireland.

- Sales of a Variety of Retail Products as Sales Assistant and Cashier.
- Menswear, Ladieswear, Footwear, Home, Electronics, Watches & Jewellery.
- Handling Returns of Goods Sold via Exchanges, Store Credit and Refunds as Advisor at the Helpdesk.
- Opening the Department Store early in the Morning and Closing late at Night.

EDUCATION

2012—2016 BA Applied Languages, University of Limerick, Ireland (graduated 2.1 degree)

- French, Irish, Linguistics, Translation, Interpretation, Economics, Marketing, Copywriting.
- “The Metaphorical Conceptualisation of the Emotion of Love and How it is Conceived of in terms of the Positive and Negative Outcomes Produced” (Dissertation).

September 2014—January 2015 Erasmus, Institut Libre Marie Haps, Brussels, Belgium.

- School of Translation and Interpretation.
- Financial, Legal, Medical, Commercial and Scientific translation.
- Simultaneous and Consecutive Judicial and Conference interpretation.

INTERESTS

- Formula One, Hospitality, Capital Markets.