

Michelle Thew

7/54 Bellevue Road, Bellevue Hill, NSW, 2023

Mobile: 0432 664 469

Email: michelle.thew5@gmail.com

Sales Manager

A high achieving sales consultant with a formidable background in trade and retail, 15+ years experience as a sales strategist developing and executing effective sales on behalf of clients and consumers. Tenacious in building new business, securing customer loyalty and forging strong relationships through collaborative negotiation. Exceptional mentor with a strong business acumen and innate leadership abilities to recruit, build and retain a top-performing sales team. Thorough understanding of all formats and associated design technologies: Adobe Photoshop, Illustrator, Indesign and Galaincha (custom rug design software). A passionate, high performance sales creative who delivers results.

Skills

- Customer relationship management
- Staff training and development
- Negotiation
- Strategic planning
- Customer service
- Strong communication abilities
- Multi-tasking
- Problem-solving
- Interior styling
- Key account management
- Graphic design

Career to Date

May 2014 - Present; Sales Consultant, Cadrys Group, Sydney, Australia

Cadrys is a leading supplier for Trade, Retail, Commercial, Wholesale rugs and wall to wall carpets.

Main responsibilities include working within the management team in a collaborative manner to set, monitor and strategise individual sales targets in-line with the company revenue targets.

Key responsibilities:

- Business to business sales, inside sales, sales consulting
- On-site design consultations for trade and retail clients
- Meet client's design brief
- Quoting and negotiating prices and terms to close sales
- Arranging and supervising delivery and installation of orders
- Creation of training material and development systems
- Meeting and exceeding of personal and store sales targets
- Managing accounts
- Administration EXO MYOB system, submitting and processing of orders.
- Sales support
- Acquiring and updating product knowledge to clients
- Visiting regular and prospective client businesses to establish and act on selling opportunities
- Assessing customers' needs and recommending and explaining goods and services
- Monitoring competitor activity, and reporting these developments to management
- Reporting to management on sales made and the marketability of goods and services
- Following up with clients to ensure satisfaction and maintaining relationships

April 2010 – April 2014, Sales Manager, Beyond Furniture, Sydney, Australia
Contemporary furniture

The focus within this role was to manage key retail and trade clients whilst also leading and developing a team. I mentored the team whilst demonstrating the ability to convert sales opportunities in both Belrose and Crows Nest showrooms.

Key responsibilities:

- Staff performance assessment and management
- Establishing specific attainable goals
- Reporting on progression and outcomes
- Coaching, mentoring and motivating others
- Collaborating and contributing to team results
- Client accounts management
- Style consultations
- Administration
- Customer service reports
- Staff training i.e. staff induction, systems training and sales training
- Staff coaching and training and giving feedback
- Allocating tasks to the team and monitoring workflow
- Exceeding personal and store sales targets
- Planning and delivering workshops to reinforce strategies, to share ideas, share concerns and agree on solutions which then lead to higher levels of productivity

Education Qualifications

- Design Centre Enmore
Diploma of Graphic Design 2014
- Design Centre Enmore
Certificate IV of Design 2013
- TAFE NSW Northern Sydney
Working towards Certificate II Business admin 2009
- TAFE NSW Northern Sydney
Diploma of Business Management 2008
- TAFE NSW Northern Sydney
Certificate IV of Business Management 2007
- School of colour and design. The Rocks Sydney
Diploma of Creative Visual Arts specialising in Interior Styling 2005
- School of colour and design. The Rocks Sydney
Certificate III: Applied Colour And Design 2004

References available on request