**Mark Glover**

A self-motivated and hard-working individual with experience in account management, sales and new business generation as well as Operations Management.

Extensive experience of customer liaison.

Always thriving to meet monthly, quarterly and annual targets.

Vast experience in the office supplies trade equalling 8 years.

Manager, Team Leader and mentor

Excellent communication and interpersonal skills. Resourceful and problem solver with a strategic focus, allowing for time and cost-effective results.

Ability to forge long lasting relationships with customers.

Competent in Microsoft Word & Excel

**Work experience**

**Full Time Post Person**

Royal Mail - Hassocks

June 2010 to Present

Duties: Delivering mail & parcels to business & domestic premises either on foot or by van, arranging mail in accordance to postal frames and sorting mail.

Reason for leaving. Seeking a new challenge.

**Founder & Director**

Cream Office Supplies Ltd - Brighton

November 2009 to March 2010

Successfully negotiated with the Company bankers, the required investment to enable the Company to operate by way of detailed business plan. The business plan consisted of detailed strategies gained through my experience in the office supplies trade & extensive research.

Supplying office products to customers, primarily in the Sussex area.

Nationwide orders also processed via online ordering system.

Duties:

Supplying office products to customers, primarily in the Sussex area, as well as Nationwide orders which were also processed via online ordering system.

Efficient running of the Company, including sales, purchasing, accounts & marketing, prioritising each task with excellent time management, effectively cold calling potential customers via telephone or visiting their offices, providing customers with competitive quotations, updating Company websites ensuring fresh deals are in place on a weekly basis, ensuring all pricing terms from the main supplier are correct & entered onto Company database on weekly basis, tracking deliveries for customer orders through courier websites, handling credit card payments from shop website and banking.

**Installations Team Manager Crawley/West Kent/Surrey**

Kelly Group (Sub-contractors – Crawley)

January 2009 to October 2009

Crawley

RH10 9QX

Position: Installations Team Manager Crawley/West Kent/Surrey

Duties:

Effectively co-ordinating Technicians are issued with their routes at the beginning of the day & that all media supplies are issued to them for their visits to customer properties, regular vehicle checks, including van condition, all Health & Safety kit is present & that all tools are on board with meters collaborated. Also, ensuring that Technicians have correct uniform & in good order, liaising with customers in order to remedy any complaints received, communicating with Technicians during the day to ensure efficient operation of tasks and calling customers to ensure that their installation has been carried out to their satisfaction as well as extensive travelling to meet Technicians, for 1-2-1 meetings if they have any major queries which could be at any point during the day, therefore, it was essential to have excellent time management skills along with efficient task management prioritisation.

Reason for leaving: To open my own office supplies company.

**Operations Manager**

ODM (UK) Ltd (Office Supplies) - Hove

January 2006 to December 2008

Duties:

Effectively co-ordinating the Delivery Drivers have correct orders picked ready for the day's deliveries & that all delivery paperwork is printed off & correct, maintaining vehicle fleet by way of servicing/repairs, efficiently maintaining premises by way of repair and in accordance with terms of the lease, ensuring Health & Safety aspects are kept up to date & liaising with staff informing them of any changes, updating the H&S manual, purchasing office supplies for stock & customer orders and effectively negotiating with suppliers for better pricing.

Reason for leaving: To pursue a career with Virgin Media.

**Delivery & Fork Lift Driver**

Edgars Cool Water

June 2005 to December 2005

Delivering bottled water & water coolers to customers in London, Sussex & Hampshire. Unloading crates of water from delivery lorry & storing in warehouse via fork lift truck in readiness for delivery drivers to load their vehicles.

Reason for leaving: To return to the office supplies trade.

**Taxi Driver**

December 2003 - June 2005

Brighton & Hove Radio Cabs

38 Montpelier Crescent

Brighton

East Sussex

Duties:

Collecting & setting down passengers to & from their desired destinations

Reason for leaving: To return to full time employment

**Operations Manager/Sales Representative**

April 1999 to December 2003

ODM Office Supplies - Hove

Old Shoreham Road

Hove

East Sussex

Position: Operations Manager/Sales Representative

Duties:

Effectively co-ordinating the Delivery Drivers have correct orders picked ready for the day's deliveries & that all delivery paperwork is printed off & correct, maintaining vehicle fleet by way of servicing/repairs, efficiently maintaining premises by way of repair and in accordance with terms of the lease, ensuring Health & Safety aspects are kept up to date & liaising with staff informing them of any changes, updating the H&S manual, purchasing office supplies for stock & customer orders and effectively negotiating with suppliers for better pricing.

Also, cold calling potential customers & forging relationships, providing quotations with competitive pricing, effectively maintaining existing customer accounts, ensuring that they are kept abreast of all new offers and receiving the best pricing.

Reason for leaving: Passed the Taxi Knowledge exam & took up Taxi driver position.

**Facilities Administrator**

Leaders Ltd - Brighton

October 1997 to March 1999

Duties:

Efficiently maintaining 12 branches throughout Sussex, Hampshire & Surrey for repair & decoration in accordance to the terms of the lease, opening new branches, co-ordinating the ordering of office supplies, minutes for board meeting and arranging all of the printed literature for the whole group - ensuring proofs are correct before going to print.

Reason for leaving: Redundancy

**Facilities Manager**

FitzHugh Gates Solicitors - Brighton

September 1989 to September 1997

Originally employed as an Office Junior from school, promoted to Receptionist, then further promoted to Facilities Assistant. Became Facilities Manager after Office Manager left the Company.

Efficiently maintaining 2 offices in Sussex for repair & decoration in accordance with the lease, co-ordinating the ordering of office supplies, ensuring that the deeds & archive filing is up to date, banking and effectively overseeing the running of the Post room.

**Education**

GCSE's

Patcham Fawcett High School

1985 to 1989

Additional information

Fork Lift Drivers Licence

Heartguard certificate

FA Level 1 Talent ID

Contact Details:

33a Kemps

Hurstpierpoint

West Sussex

BN6 9UF

glover.10@hotmail.co.uk

07984 241248