

Example Achievement Statements (Personal Branding)

- **Achieved** a customer satisfaction rating of 97.9% developing a high level of proficiency on new software during a two-month systems conversion
- **Exceeded** annual sales quotas consistently by an average of 15% for three years by initiating a system of follow up contacts with satisfied customers
- **Developed** a promotional fund-raising campaign for a local branch of a nationally recognised youth group that provided contributions exceeding £30k - three times the previous record
- **Generated** high productivity gains, merging culturally diverse groups and developing the best talent. Achieved a 25% reduction in operating costs; turned loss of £17m into £21m profit
- **Saved** £/€ 2m through a benefits redesign while maintaining overall quality and employee satisfaction rates
- **Planned** and organised major training projects and delivered training to diverse groups – consistently receiving good feedback
- **Engaged** staff in the development and implementation of a new business strategy in response to a rapidly changing market. Achieved £/€ 50k annualised cost savings through staff reduction, productivity improvements, material and consumables savings
- **Successfully integrated** a new customer account by collaborating with the customer to develop an implementation plan, forecasted required resource and ensured excellent communication. This generated a 25% uplift in sales whilst maintaining exemplar levels of next day service and a strong quality culture
- **Challenged** Product Management with re-structured reporting to gain acceptance for ownership of full product life-cycle inventory. **Utilised** accurate data in support of dialogue to gain commitment and creating an awareness and recognition of P&L impact
- **Addressed** customer service failures in serialised stock movements, with a detailed hands-on approach to investigating root-cause analysis and facilitating new levels of expertise and removing any adverse impact on customer performance