

Mrs. Toniann Bowden

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PROFESSIONAL SUMMARY

Sales oriented; results focused professional.

Possessing excellent communicative skills and problem-solving abilities with the capability to reach targets.

Exhibiting discipline, twinned with ability to make decisions based on personal experience and still being able to adapt to the demands of a diverse and challenging workload.

Highly organised and willing to work any hours necessary.

SKILLS

Account management, developing excellent relationships with my customers.

Uncovering needs and presenting solutions/options, Handle objections and asking for the business.

Market research and Territory management.

Professional attention to detail and with the ability to function smoothly in pressure situations.

Effectively prioritize and organize workloads in a constantly changing environment to meet daily, weekly Targets and schedules.

Positive, Enthusiastic and able to communicate effectively with customers and colleagues.

Disciplined and well organized in work habits.

Excellent IT Skills, Microsoft and CAD Fusion Knowledge.

CAREER ACHIEVEMENTS

I successfully passed Part One and Two of the DVSA, ADI Test for driving Instructing.

In three years at Cemex, I grew the Value-added products range from 400m3 per year at £98.35 per m3 to 5,590m3 per year at £105.40 per m3. A 72% increase and an increased average price by £7.05 per m3.

In 2014, I exceeded my combined budget of 820,200 tonnes of Asphalt and Aggregates by 377,600 tons. (56,600t of Asphalt and 321,000t of aggregates).

In 2012, After securing and delivering 93,700 tonnes of hard stone and gravel to Tydd St Mary Wind farm, South Lincolnshire. I also went on to deliver my budget of 92,000 tons.

I designed and implemented a computerised logging system at Zenith Windows for all daily quality testing results.

EDUCATION

Completed secondary Education with several O-levels.

PROFESSIONAL TRAINING

City and Guilds Concrete Technology part one.

Silent Edge Training, Front line sales skills.

Sandler Training, Sales Methodology for commercial professionals.

Driver awareness and advanced driver test pass.

C.C.E City Collage Enterprises Certificate in Quality Control.

WORK HISTORY

August 2021 to April 2023

Howden Joinery. Kitchen Sales and Designer.

- Plan, design and sell inspirational kitchens using the Company's range of products with the highest level of customer service using CAD Fusion program.
- Develop long term collaborative business relationships with customers from the building trade and their clients.
- Site visit surveys to measure and evaluate the customer's needs.
- Correctly process estimates, pricing, delivery dates and stock requirements for our customer.

September 2019 to August 2021

How 2 Drive Franchise. PDI Driver Instructor Training.

February 2019 to September 2019

Stema Mibau UK. District Sales manager. Norfolk and Suffolk. Aggregates.

October 2015 to February 2019

Cemex UK. Sales Executive. Norfolk. Readymix, Screed and Mortar.

June 2010 to October 2015

Lafarge Tarmac. Territory Asset Manager. Norfolk and Suffolk. Aggregate and Asphalt.

- Deliver the financial targets and achieve required territory and plant asset base targets.
- Deliver Value Added Product targets and identify and grow cash sales, volumes and prices.
- Responsible for maximising price, volume & profit at my plants and within my geographical area.
- Responsible for regional weekly reports for Directors and VP's.
- Maintain competitor and market awareness. Deliver plant Forecast reports accurately.
- Use market knowledge to provide clear and accurate market intelligence around demand.
- Work closely with the Customer service team and other Area Commercial Teams to ensure optimum customer satisfaction whilst also delivering the business requirements.

January 2008 to June 2010

Lafarge Ready-mix. Customer Service Rep – Internal Sales. Dispatch and Readymix Sales. Norfolk and Suffolk.

- Manage customer accounts and meet/exceed targeted sales volumes.
- Promotion and sales of our Special Products.
- Job chasing, Negotiating and closing. Pricing, Query Tracking and Customer complaints.
- Building rapport and maintaining customer relationships.
- Lead generating using ABI/Glenigans, Identify new opportunities and account opening.
- Balancing customer care with the needs of the business.

May 2005 to January 2008

Bowater Home Improvements (Zenith windows) Senior Quality Controller

- Running of the QC department, Staff Training, Conducting Team Briefings.
- Conforming to and beyond preset Quality Control standards and British Standards.
- British Standard, internal auditing and statistical control.
- Assisted technical department with R&D and CAD Design.
- An elected member of the workers council.

MAY 2003 TO MAY 2005: Hovells. Sales Assistant.

JUNE 2000 TO MAY 2003: Jarrold and sons. Sales Assistant.

APRIL 1995 TO JUNE 2000: Continental Products Engineering. Stores Manager/Quality Inspector.