

SAM DEACON

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PROFILE

A self-reliant and enthusiastic professional with over 8 years experience in delivering and coordinating customer service, as well as scheduling production/logistics. I have a proven track record of managing customer relations and requirements, and am at home dealing with customer concerns and aligning business activity with demand. I am a dedicated and hard-working individual, with a passion for achieving results and fulfilling demands placed upon me.

Currently working in customer support & website development I am also very much at home with digital marketing and technology, CMS systems, as well as building websites from scratch. I strive to meet all challenges head-on: I can work well under my own volition, but also as part of a team, or coordinating the efforts of others. I have experience in many areas of administration within the office environment.

WORK HISTORY

Apr 2016 **Customer Support / Junior Web Developer**
to *Orphans Press Ltd*
Present *Leominster, Hereford*

Customer Support to customers, in areas such as Email account and IT/Server Administration issues, as well as Ongoing Adjustments and minor alterations throughout the website's lifecycle. Dealing with any complaints, whilst looking for potential business opportunities.

Building email templates and facilitating digital marketing campaigns. Ongoing development, support and maintenance of websites and applications.

Websites I've built personally (development work only) include <http://springfieldpoultry.co.uk> , <http://secretgardenhereford.co.uk> , <http://powellbuildings.com> and <http://grovegolfandbowl.co.uk>

Mar 2014 **Production Planner**
to *Special Metals Wiggin*
Apr 2016 *Hereford*

Planning and allocating materials and resources for the production of cold drawn tubes for a £2-3 million/month product line for, as well as forecasting and measuring KPIs.

Creating and administering production routes/processes and instructions, liaising with technical specialists to ensure continuous improvement and quality management principles are upheld.

Liaising with commercial departments to maintain customer relations and ensure production schedules align with customer demand.

Jun 2013 **Customer Planner**
to *Packaging Coordinators Inc*
Mar 2014 *Hay-on-Wye*

Day to day account management to major pharmaceutical clients, managing and planning the customer demands, material requirements and forecast requirements.

Managing customer relations and expectations, escalating concerns, planning of stock/resource requirement and facilitating updating changes to packaging components/documentation/artwork etc.

Aug 2005 **Customer Service Co-ordinator**
to *Joseph Ash Galvanizing Ltd*
Jun 2013 *Hereford*

Being main point of customer contact; responsible for fielding customer calls/enquiries from start to finish, dealing with issues such as turnaround and customer product requirements, production scheduling, transport planning, management of goods-inwards dept (overseeing a team of 2 staff) and some sales / commercial administration duties.

EDUCATION

2011 **RDI (affiliated / Coventry University)**
to *Online / Part time studies*
2013 *Diploma- Business Management*
 HNC - Business Management

Sep 2001 **Hereford Sixth Form College**
to
Sep 2003 *A-levels: Geography (D), Statics (D), Environment Science (D)*

1996 **Aylestone Highschool**
to Hereford
2001 GCSEs A-C (Maths, English, Double Science, Geography, IT, French)

KEY SKILLS

- Being the main point of customer contact, managing key customer accounts and communicating with stakeholders at all levels.
- Aligning business performance / schedule with customer demands and expectations
- Problem solving: dealing with unexpected issues (and collaboratively finding an ideal resolution).
- Ability to work under pressure and hit targets.
- Web development skills and related technologies (php, mysql, css, responsive and mobile web design, CMS such as wordpress/drupal).
- Having a proven ability to plan, organize and control activities & staff.
- Disciplined approach & strong/effective communicator at all levels - both written and verbal.
- Able to manage available resources to maximize productivity and efficiency.
- Flexible and responsible attitude to work, whilst remaining calm under pressure.
- Delegating, instructing, training and collaborating with colleagues
- I am experienced and confident in the use of IT and technology, microsoft office etc.