JOSEPH SHIRE

NIGHT CONCIERGE

DETAILS

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United Kingdom

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SKILLS

- Active Listening ●●●●●
- Adobe Photoshop ●●●●●
- Conflict Resolution ●●●●●
- Leadership and Teamwork ●●●●●
- Critical thinking and problem solving ●●●●●
- Creativity ●●●●●
- Leadership Skills ●●●●●
- Decision Making ●●●●●
- Microsoft Excel ●●●●●
- Time Management ●●●●●
- Effective Time Management ●●●●●
- Adaptability ●●●●●
- Computer Skills ●●●●●
- Leadership ●●●●●

PROFILE

I am a detail-oriented and customer-focused Account Manager with experience in property consulting. With a strong background in sales, management, and design, I have developed excellent interpersonal communication and problem-solving skills. As an Account Manager at TUXX, I have honed my leadership skills and demonstrated a commitment to delivering exceptional service to clients. I am currently pursuing a career as a Night Concierge, where I aim to gain more experience in operations, and property management. My long-term goal is to transition into commercial property management, utilising my experience and acquired skills to effectively oversee and optimise the value of real estate assets. I am eager to continue my professional growth and actively seek opportunities for further training and development in property management.

EMPLOYMENT HISTORY

Account Manager, TUXX

Aug 2019 — Present

- Manage and nurture relationships with key clients, ensuring their satisfaction and addressing any concerns or issues that arise.
- Provide exceptional customer service and support, serving as the main point of contact for clients.
- Utilize strong problem-solving and analytical skills to identify and address client needs and challenges.
- Collaborate with internal teams to develop and implement strategies to drive client success and achieve business objectives.
- Monitor and analyze client performance and data to identify opportunities for growth and improvement.

Property Consultant, Foxtons

Jan 2019 — Aug 2019

- Assisted clients with property sales and rentals, providing expert advice and guidance throughout the process.
- Conducted property viewings, negotiations, and contract signings, ensuring a smooth and positive experience for clients.
- Utilized strong interpersonal and communication skills to build relationships with clients and understand their needs and preferences.
- Conducted market research and analysis to stay informed about industry trends and property values.
- Collaborated with team members to achieve sales targets and deliver exceptional customer service.

Team Leader, Ginger Promotions

London

Sep 2017 — Sep 2019

Ability to Work Under Pressure

Microsoft Office

Communication

Communication Skills

Account Management

Customer Service

Sales

Management

Design

Problem Solving

Working at Ginger Promotions was a dynamic and engaging experience that revolved around door-to-door direct sales. I was responsible for promoting and selling various reputable brands such as Hello Fresh, Gousto, Virgin Pure, and more.

My role involved engaging potential customers, effectively communicating the unique benefits of each brand, and tailoring sales approaches to individual preferences. It demanded resilience, persuasive communication, and adaptability to address daily challenges and close successful sales.

In addition to direct sales, I took on a leadership role, recruiting and managing a team of up to 19 individuals. Guiding this team involved providing training, motivating members to achieve sales targets, and ensuring they were equipped with the necessary skills to represent the brands effectively. Managing the team required strong leadership, communication, and mentoring abilities. I provided ongoing support, feedback, and guidance to facilitate both personal and collective success within the team. This dual role provided me with invaluable experience in sales, customer relationship management, and leadership, contributing significantly to my professional growth.

Shop Assistant, REISS London

Mar 2017 — Sep 2017

Working at REISS as a shop assistant was a rewarding experience immersed in the world of high-end fashion retail. In this role, I provided exceptional customer service, assisting clients in finding the perfect attire and accessories to suit their style preferences and occasions.

My responsibilities included maintaining the visual merchandising standards to showcase the latest collections, ensuring the store maintained an inviting and aesthetically pleasing environment for customers. I actively engaged with customers, offering product knowledge, styling advice, and assistance with their purchases.

Working at REISS allowed me to develop strong interpersonal and communication skills, as I interacted with a diverse clientele, providing tailored recommendations and ensuring a memorable shopping experience for each customer.

Additionally, I gained insights into the fashion industry and honed my ability to adapt to the fast-paced retail environment.

Brand Manager , Midnight Madness UK London

May 2014 — Sep 2016

As the Brand Manager at Midnight Madness UK, I had the privilege of leading the brand's promotion during the exhilarating summer basketball tournaments. My role encompassed managing the brand's digital presence across various platforms, focusing on enhancing engagement and excitement surrounding the tournaments.

A key aspect of my responsibilities involved overseeing the website, ensuring it served as a central hub for tournament information, schedules, and updates. I curated engaging content, streamlined user navigation, and maintained a dynamic online space reflective of the energy and enthusiasm of the basketball events.

In addition, I orchestrated the brand's social media strategy, crafting compelling content that resonated with basketball enthusiasts. Leveraging social platforms, I fostered an interactive community, sharing tournament highlights, player stories, and behind-the-scenes moments to captivate audiences and drive engagement.

Being deeply immersed in the basketball culture allowed me to infuse the brand with authenticity and passion, connecting with fans on a personal level. This experience not only showcased my expertise in digital brand management but also

highlighted my ability to amplify excitement and create memorable experiences around the Midnight Madness UK basketball tournaments.

EDUCATION

BA (Hons) Graphic Design, University of Brighton
Sep 2013 — Sep 2016

B, B, C = 3 x A Levels, Woodhouse College London
Sep 2012 — May 2014

English Lit

Maths

Biology