

■ Chris Middleton ■

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D.O.B: 01/10/1984

Nationality: British

Full Clean UK driving license

Profile:

As an experienced and confident Sales Support Coordinator my networking and customer service abilities would help your company achieve its goals. Active and potential clients will be impressed with highly detailed and intuitive presentations and the meticulous management of their accounts, allowing long-lasting relationships to be formed. Being able to pre-emptively settle or take ownership of issues as they arise means far less time between initial customer contact and delivering precisely what the customer requires.

Employment History:

■ September 2008 – Current – **MyiLibrary Sales Support Coordinator** – Full Time

This role is predominantly an account management position supporting and developing sales through a number of key accounts whilst also being responsible for all elements of the customer services side of the business, and supporting the distributors of the MyiLibrary eBook platform. Key responsibilities under this remit include:

- Train and educate sales reps and resellers about features and benefits of MyiLibrary.
- Provide worldwide online and phone based customer support for technical issues.
- Manage effective internal and external communication for the sales support team.
- Identifying and qualifying new incoming sales leads and passing leads to relevant distributor.
- Promote MyiLibrary through customer visits and WebEx demos.
- Full testing off all enhancements to the MyiLibrary on both B2B and B2C platforms.
- Create usability documents for enhancements released for both clients and in-house.

■ January 2005 - August 2008 - **Betfred Sports Bookmaker Manager** – Full Time

My employment at Betfred was initially taken to support myself whilst furthering my education. Since working for Betfred I have continually performed well resulting in various promotions to the position of Shop Manager. The role had the following key responsibilities:

- Dealing with all fiscal issues and providing un-paralleled customer service.
- Communicating with various team members to resolve problems, this could be senior management or other employees. This allowed me to learn how to communicate effectively and professionally to all levels of staff.
- Motivation – As a Manager my role frequently meant motivating all team members to achieve targets set by management.

■ June 2002 - March 2003 - **Source Insurance Broker/Customer Support** – Full Time

This role at Source was taken to gain experience of a 9-5 working environment before furthering my education and also allowed me to save to go travelling for 6 months before starting my degree. The role had the following key responsibilities:

- Customer Service – Working closely with brokers to support the company software and resolve any problems that may arise.
- Team working – Use my initiative to work with other team members to suggest ideas about wider projects for the development of the company.
- Administrative Duties – Effectively and efficiently sort through internal mail and distribute policy renewals.

Education:**Bournemouth University 2004-2007**

- BA (Hons) Interactive Media Production (2.ii)
 - A large emphasis was placed on learning about the media industry and what to expect and how to react in different circumstances ranging from handling coding problems to project management.
 - Practical skills acquired include web creation, mobile devices and technologies, pod casting, web advertising, web databases, interactive television, on-line learning materials.
 - Gained valuable insights into areas and topics such as media industry, an aesthetic appreciation of interactive media products and an understanding of the contexts of media production and technologies.
 - My final year was focused on the production of an E-Commerce website from planning and development to delivering the product to client and a 10,000 word dissertation researching the representation of masculinity within Hollywood.

Stanwell Comprehensive School, Penarth, Wales 1996-2003

- A-LEVELS: Media Studies (A) Computing (B) Theatre Studies (B) Geography(C)
- GCSE'S : Science Double Award (A/A) Math's (B) English Lang/Lit (C) 12 GCSE'S (A-C)

Skills:**Technical:**

- Windows & Mac Experienced
- Full Microsoft Office
- Macromedia Suite
- Adobe Acrobat & Photoshop
- Oracle
- PHP
- MYSQL
- HTML
- Visual Basic
- In House support software

Languages

- Basic French (C) GCSE
- Basic Welsh (C) GCSE

Interests and Activities:

- Since my gap year before university, I have developed an interest in travel, and enjoy visiting new places each year. More recently, I have been combining my love for sports with travel and enjoyed biking in the Alps, climbing in Wales and diving in the Red Sea.
- Whilst at University I was a member of Southampton University Air Squadron, and I was involved in adventure training, flying sorties, team working and leadership activities. I also had to regularly deliver current affairs presentations and military briefs to my fellow Officer Cadets, as well as serving Officers.
- During my first year at University I was club secretary of the SCUBA club and in the next two years I was promoted to club president and gained my instructor qualification. This entailed the training of new club members whilst supervising all safety aspects of a dangerous underwater sport.
- I am a keen sportsman and enjoy playing rugby, climbing, trail running and mountain biking. I have recently started training to enter a triathlon in the summer and a half marathon for charity in October.
- Last year I joined the T.A. in order to establish for myself new goals and further my personal development. I completed my training in March at CIC Catterick where I passed out with the top recruit trophy.

Referees available on request