

Greg Best

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PERSONAL PROFILE

Reliable, driven and committed individual with many years' experience in customer service, account management, sales, procurement and production. Proven track record of success, reducing company operating costs. Flexible approach to changing work environments, embracing change in a positive way and adopting a solution-based approach to problem solving, leading to a reduction in financial risk and overspending for the company. Achieved through effective planning and negotiating skills, whilst incorporating effective written and verbal communication skills throughout the process, continuing to work closely with all departments as well as keeping all stakeholders up to date of actions being taken.

KEY ACHIEVEMENTS AT Pepper Communications

- I currently review spend regularly on certain products. I identified several opportunities, such as our paper spend and I negotiated with our suppliers, achieving a reduction in some costs by £100 a tonne.
- I recently produced an audit of our postal spend by initially evaluating spend from the previous year. I developed a spreadsheet listing the different services that we used and asked the postal providers to complete. I identified two key suppliers and negotiated with them the need to align their costs. I wanted to spread the cost and financial risk by using either supplier so I negotiated identical contract terms with each of them. I worked closely with colleagues from other departments, producing a plan for a clear and simple SOP for anyone to use when creating a postage estimate.
- In another situation, we were delivered some paper stock that took longer to produce throughout the factory. I needed to urgently assess and understand why this had happened. I communicated closely with colleagues from various departments, quickly identifying that the quality of the stock supplied was not adequate and did not match our order. I contacted the representative and established that the mistake had been on their estimating system, before securing compensation for our company.

CORE SKILLS

- Effective communication and strong interpersonal relationships with colleagues, clients and suppliers.
- Proficient in Microsoft Office and excellent communication skills, verbal and written.
- Review and adapt quickly to changing situations.
- Ability to plan effectively, be organised and control schedules.
- Analyse and improve upon key areas of development, analyse and evaluate data.
- Attention to detail.
- Teamwork and leadership, strong managerial and effective delegation skills.
- Recruitment selection, staff development and induction training.
- Learn new computer programs quickly.
- Strong financial understanding.
- Report preparation and presentation.
- Multi-tasking and time management.
- Reliable and honest, showing positive representation of the company.
- Generate new business.

EMPLOYMENT HISTORY

Pepper Communications – Print and Direct Mail (October 2012 – July 2020)

Commercial Manager (May 2018 – July 2020)

- To take the lead in the purchasing of goods to ensure value for money.
- Monitor supplier performance, quality of service etc. against SLA and supplied products.
- Work closely with Production to plan, monitor work flow and continuous improvement.
- Manage cost saving projects, providing data, updates and results to all stakeholders.
- Proactively identify opportunities to increase margins and improve efficiency.
- Use MIS to track schedules, raise purchase orders, maintain stock levels and check invoices.
- Work closely with the Finance Manager to understand sales, margin objectives & variances to budget.
- Check invoices against POs raised and resolve any invoice queries.
- Lead the implementation of business improvement projects.
- Work closely with Sales and Production, helping to achieve Production KPIs and Sales targets.
- Manage procurement, direct and in-direct, supplier relationship and contract terms.
- Identify, monitor and minimise risks.
- Put in place commercial contracts and SLAs with suppliers for key supply categories.
- Continually review how to improve business processes.
- Assess spend across different category of suppliers, both direct and indirect, and agree targets with the Finance Manager.

- Keep abreast of sector changes in products and market trends in prices as well as suppliers.
- Produce weekly/monthly reports, itemising spend, savings and estimates using MIS reports and Excel.

Head of Account Management (September 2016 – April 2018)

- Manage and develop a team of four, building effective interpersonal relationships, whilst dealing with clients on a day-to-day basis. Continue to provide support to the Managing Director with his clients on a day to day basis, estimating, answering queries, negotiating and following up estimates.
- Use the Tharstern MIS program for estimating, booking in jobs, stock control, scheduling and raising Purchase Orders and use Outlook, Word and Excel for emails, letters and data reports and analysis.
- Manage budgets and schedules.
- Correctly evaluate facts and unforeseen situations in order to make the best decisions.
- Manage client accounts ensuring customers' expectations and manufacturing requirements are met.
- Raise Purchase Orders and manage in house stocks.
- Involvement in Customer Complaint and Non-Conformance process to achieve improved efficiency and customer satisfaction.

Account Manager/Estimator (October 2012 – August 2016)

- Manage and develop client relationships and support the Managing Director with his clients on a day to day basis, estimating, answering queries, negotiating and following up estimates.
- Support other colleagues in Production, Accounts and Sales.
- Help clients grow their businesses, deal with enquiries via email, telephone and face to face.
- Take briefs from the client, negotiate prices and delivery dates, raise Purchase Orders and ensure estimates are provided on time and accurately.
- Raise job bags from the estimates using the Tharstern MIS program and manage the job from proof approval to delivery of bulk, ensure schedules are met and work meets all necessary quality standards.

William Pollard & Co. Ltd (September 2010 – October 2012)

Account Manager

- Manage several dedicated accounts plus general 'jobbing' print work.
- Proactively manage client relationships and deal with enquires via telephone, face to face or email.
- Take briefs from the client, ensure estimates are accurate and provided on time, negotiate pricing and delivery and raise job bags using the Tharstern system.
- Manage the job from proof approval to delivery of bulk, ensuring schedules are met and that work meets all the necessary quality standards and checks.

Redmoor Design & Print (August 2006 – September 2010)

Proprietor – Self Employed

- Develop regular sales from existing clients and leverage more sales from existing clients from different divisions.
- Keep in contact with existing clients and prospect for new clients using various means, e.g. internet and trade shows, manage database of 200 clients.
- Prepare all estimates, negotiating the best prices, ensure schedules and budgets are met.
- Manage the workflow amongst all freelance support and source new freelance support.
- Manage and develop marketing strategy and meet and negotiate with clients at levels of seniority.
- Be organised, flexible and manage own workload, record income and expenditure and other details on database, produce monthly financial reports and forward orders, prepare VAT & Tax return for Accountant's approval.

Previous Employment

I have worked in various other roles such as Customer Development Manager, Production/Sales Executive, Production Manager and Origination Manager at some other print, design and publishing companies, building up a large and valuable background of different skill sets.

EDUCATION

Glyn School, Epsom, Surrey

O' Level - English Language, English Literature, Mathematics, Technical Drawing and Woodwork.

CSE - Chemistry, Physics, French and History.