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Sample only

(Personal and business names and contact details are fictitious)

*John Citizen*

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## Personal Information

### JOHN CITIZEN

*Address:* 111 Smith Street, Bondi NSW 2044

*Telephone:* (02) 9999 3344

*Mobile:* 0412 993344

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## Career Objective

To pursue a career in interior design with a focus on colour consulting

## Key strengths

*Sales Experience:* Thirty years experience in sales with a proven track record of high sales figures and customer satisfaction. Sales experience gained in clothing, department store merchandise, real estate, soft furnishings, curtains and curtain making. In my latest business venture I achieved a score rate on quotes of 80-85%. Have taught the art of selling to many young salespeople.

*Marketing:* Successfully marketed a curtain making business by identifying customer needs, market research, effective advertising and being flexible according to changes in market conditions.

*Customer Service/Communication Skills:* Able to win client confidence through a good sense of humour, ethical business practices, genuine concern for their needs, timely delivery of goods, fair pricing, and problem solving. Intuitive and perceptive and have an ability to understand client needs particularly with colour and design preferences.

*Managerial Experience:* As Managing Director of a highly successful and profitable curtain manufacturing business, I have successfully demonstrated my skills in all aspects of business operations and human resource management.

*Problem Solving:* Special talent for analysing and solving problems. Able to see the 'big picture' without losing sight of the small details.

*Personal Attributes:* Decision-maker, problem-solver, resourceful, good humoured. Always give 100%+ and take pride in seeing things through to the end. Well organised, good time management skills.

## Professional Experience

1993 - current

### MANAGING DIRECTOR (CURTAIN MANUFACTURING)

All Seasons Curtains, Surry Hills

After working for Norman Ross and supervising the soft furnishings department I recognised a niche in the curtain making market and registered a curtain making business. I then taught myself the art of making curtains, bedspreads, pelmets, cushions, and through perseverance and hard work the business grew to become one of the most successful curtain manufacturers in Sydney.

#### *Highlights:*

- Successfully marketed our products and services to David Jones, Grace Bros, Mansours, Australian Opera House and interior designers.
- Employed and trained about 25 staff; cultivated a dedicated and

	<p>reliable team of workers by training them, and providing a pleasant working environment.</p> <ul style="list-style-type: none"> <li>• Significantly increased sales and profit by expanding to local markets such as Paddys, Flemington, Bankstown, Waterloo.</li> <li>• Survived the 1983 recession by renaming the business and allowing customers to use their own fabric. This concept was (and still is) unique and significantly increased orders and profit.</li> <li>• The business is still active and profitable.</li> </ul>
1992	<p><b>MERCHANDISE CONTROLLER</b> Norman Ross, Sydney</p> <p>Involved in all aspects of merchandise control incl. soft furnishings.</p>
1982 - 1991	<p><b>CO-DIRECTOR (REAL ESTATE)</b> Benton and Joyce Real Estate, Nuneaton, UK</p> <ul style="list-style-type: none"> <li>• Significantly increased property sales by intensively learning about Nuneaton properties and being able to understand buyers' needs and motivations.</li> <li>• Over 18 months, sold about 20 properties per month.</li> <li>• Designed and wrote effective advertisements, often with a comical twist.</li> </ul>
<b>Further Education</b>	
2002	<b>TEAMS TRAINING COURSES</b> (several over the last 6 months)
2001 (1 week)	<b>COLOUR FOR IMPACT</b>
1999 (6 days)	<b>MARKETING FOR PROFIT</b>
<b>Computer skills</b>	Having been a regular computer user since 1989, I have a great deal of hands-on experience with a wide range of software. Proficient in Word, Excel, Internet Explorer, Outlook Express, MYOB.
<b>Interests and Hobbies</b>	Cooking, sketching, computing, swimming, natural therapies.
<b>Referees</b>	<p>Stewart Blanch Manager, Australian Bank Ph. (03) 9345 9935 Email: sblanch@ozemail.com.au</p> <p>Jeff Jackson General Manager, Vogue Fabrics Ph. (02) 9933 5190 Email: jeffjackson@bigpond.com</p> <p>Keith Jacobs Director of Corporate Affairs Ph: (02) 9562 6398 Email: keith_jacobs@yahoo.com</p>