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Andrew Brych

Date of Birth: 22/12/1976
Age: 32
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Objective

To broaden my skill set and knowledge in the Sales & Customer Service industry through experience and determination by using initiative and enthusiasm to meet challenges and set goals.

Experience

Jun 2008 – Apr 2009 AUTO SUPPORT PERTH, WA

Contact Centre Rep

- Positioned in a high demanding Inbound Call Centre, focusing on cross selling/up selling to aid in retention.
- Basic Helpdesk support for Internet & Telephony customers.
- Occasional Corporate/Account Management role as required to boost sales for the division.
- Acquisition of new customers from rival Telco organisations with Australia.

Sep 2007 – May 2008 TELSTRA PERTH, WA

Sales Professional

- Residential Sales in the Reachout centre in Perth.
- Main focus of this centre is to winback customers from rival Telcos in Australia.
- Concentration on cross selling to existing customers and ensuring that every call is dealt with to minimize transfer rates To other areas in the company.
- Winning back customers on either their telephony or broadband needs

Jan 2006 – Aug 2007 HostTel PERTH, WA

Corporate Sales Account Manager

- Corporate Sales.
- Cold calling to existing customers, ensuring all needs are met.
- Sales – Providing VOIP solutions to prospects, and cross selling products to improve retention.
- Maintaining Customer Database.
- Formulating mail campaigns to existing customers and introducing new prospects to portfolio.
- Coordinated all provisioning for each customer in a timely and effective manner after signing them up to the business.

Jan 2003 – May 2004 Swiftel PERTH, WA

Corporate Sales Account Manager

- Corporate Sales
- Sales – Selling full internet services to existing customers
- Maintaining customer database, contacting all customers regularly.
- Cold calling to existing customers, ensuring all needs are met.
- Formulating mail campaigns to existing customers then cross selling to ensure customer retention.

March 2000 – Apr 2002 One.Tel PERTH, WA

Corporate Sales Account Manager

- Responsible for the generation of sales of wireline, mobile and full internet services through outbound cold calling / prospect database management.

Database Management

- Cold calling prospects from prospect database.
- Formulating mail campaigns to increase sales by keeping prospects informed on our services and products.
- Following up on letters.

Sales Calls

- Following up on appointments with calls and letters
- Developing and maintaining professional relationships with prospects.
- Regularly contacting prospects and updating them with new rates products and services.

Corporate Account Management – of perth custs / corp database.

- Sales – Selling Wireline, Mobile and full internet services to existing customers.
- Maintaining Customer Database, contacting all customers regularly. Cold calling to existing customers ensuring all needs are met.
- Formulating mail campaigns to existing customers then cross selling to ensure customer retention.

Account Management

Responsible for handling all account problems, queries and requests in the following areas :-

PROVISIONING
FAULTS
CROSS SELLING ALL SERVICES
MOBILE ACTIVATIONS
ACCOUNT SETUP
BILLING DISPUTES
ADDS, MOVES, CHANGES
CREDIT MANAGEMENT

October 1996 – Jan 2000 Telstra Corp PERTH, WA
Commercial and Consumer Consultant

- Customer retention – ensured customers stayed with Telstra as well as buying more products within the same call
- Sales – ensured customers were always approached to buy more
- Credit Management – ensured customers that had problems paying to maintain a level of credit, satisfactory to Telstra’s policies.
- Provision of Service – ensured that orders were carried out and complete and both parties concerned were happy with the results.

Jan 1996 – Oct 1996 TechOne Communications PERTH, WA
Communications Consultant –

- Provision of mobiles and mobile data telecommunications services
- Fixed and Mobile Data troubleshooting
- Providing customers with telecommunications solutions for business and residential clients.
- Optimizing customer’s communications to cut costs and provide the most out of their service.

Apr 1992 – Jan 1996 Leisure & Allied Industries PERTH, WA
Customer Service Consultant

- Assistance to customers with service issues
- Fixed mechanical and electrical problems with gaming machines
- Internet research to assist in maintenance of 1900 info service
- Filled in as manager when required
- Extensive Cash handling experience
- Developed excellent customer service skills with “Awesome Customer Service” training.

Jan 1994 – Nov 1995 DX Computers PERTH, WA
Assistant Computer Consultant/Assembler

- Repaired and assembled personal computers
- Sales of personal computers and peripherals
- Software installation and maintenance of assembled computers
- On-line telephone troubleshooting

Education

1995 – 2008 Edith Cowan University PERTH, WA

Bachelor of Information Technology
Minor Computer Science

1990 – 1994 Balcatta Senior High School PERTH, WA
Graduated High School, Year 12 certificate

Summary

My career in the telecommunications industry has helped me develop and improve my sales skills to a degree where I am able to create a sale opportunity and effectively close a deal with excellent results. My most recent role sees me signing new accounts in accordance with my sales targets and manage these accounts with a high level of customer satisfaction.

I always ensure that the customer's needs are met beyond their expectations. I have a high level of enthusiasm that motivates me and also the staff around me.

References

Mr. Kielly Parker
Mentor
PH – 0423 597 382

Telstra Corp

Mr. Jason Bartle
Team Leader
PH – 03 8627 7708

Telstra Corp

Mr. Glen Sumich
Principal
HostTel
PH – 08 9221 9999

HostTel / TechOne

Mr. Jonothan Mathews
WA Corporate Sales Manager
PH – 08 9220 3000

IIPC / One.Tel

Ms. Mimy Teoh
WA State Manager, Timezone
PH – 0421 830 968

Leisure & Allied Industries

