

Kendall Murchie

96 Moyser Road, London SW16 6SH
07934737306 • klmurchie@gmail.com
www.linkedin.com/in/kendall-murchie

A successful, proven Account Manager and Leader with a strong and decisive personality who is able to adapt and succeed due to natural drive, passion and enthusiasm for success. An inspirational individual whose ability to forge strong and honest relationships has resulted in commitment and loyalty from clients and colleagues. Possessing a keen business understanding and strong academics, resulting in increased company performance and profits in a variety of scenarios. Easily adaptable with a strong, transferable set of skills. Seeking a new challenge!

Key Skills

- Confident self-starter with direct and extensive experience in business development and client account management, resulting in over **£120,000** of revenue annually.
- Ability to work with a variety of clients from industries as diverse as engineering, asset management, consultancy, health sciences & property development. Confidence to communicate effectively with all levels of the organisation including C-Suite.
- Assertive conflict-resolution and problem-solving skills as well as excellent analytical ability. Ability to overcome objections, resulting in closing opportunities, and retaining clients. Ability to be diplomatic or firm when necessary in order to drive business forward or obtain results.
- Direct and extensive experience within the Travel Sector, covering both TMC's and airlines in both the leisure and corporate markets.
- Experience in performance managing teams and individuals, confident in using PDR's and leading staff training.
- IT proficient with strong MS Office skills. Confident in picking up company systems quickly e.g, Salesforce, Protas, Amadeus, Galileo.
- Cross-Departmental experience and ability to collaborate with other departments (Marketing, Operations, Finance) to spot/improve and report on whole business related topics to decision makers/influencers.

Key Achievements

- Grew my first account from a £20,000 annual turnover to £700,000 within 4 years. This account was allocated to me due to service failings from the previous account manager and was an at risk client.
- Received 2 all expenses paid trips to Dubai as recognition for my excellent service and dedication to my position.
- Qualified for the Flight Centre Global Gathering in my first full year of corporate travel, attending an all expenses weekend in Las Vegas. To qualify for this you must be in the top 5% of sales employees.
- Contributed to my team finishing as a Platinum team, and the 3rd most profitable FCBT team globally.
- Consistently qualified as a Bronze account manager, generating in excess of £120,000 revenue annually.
- Hit my cost of seat in my first month at the company (the expectation is that you should be doing this in months 9-12)

Employment History

Flight Centre Travel Group, London (June 2013 - current employment)

Assistant Manager (Corporate Traveller/FCBT) July 2015 - Current
Account Manager (Corporate Traveller/FCBT) March 2014 - June 2015
International Sales Consultant (Leisure) June 2013 - February 2014

Achievements and responsibilities:

- Responsible for my own client base which I have grown from £40,000 annual spend to over £1.4 million.
- Responsible for supporting the Team Manager in overseeing the sales team (between 4 -6 consultants) in a variety of different ways such as detailed analysis and account feedback, training in using company systems (protas, salesforce, amadeus, agentport, powerbi). Ensuring they are on track for achieving KPI's. Training the team on sales techniques and giving advice. Creating enthusiasm among the sales team and ensuring effective communication. Develop teamwork and balance the strengths of individuals, allocating responsibilities as appropriate.
- Develop consistent and better client relationships through being the first point of contact and assisting with all operational support.
- Regularly attending client meetings with the Business Development Managers to win new business as well as review meetings with Customer Success Managers to grow existing business.
- Identify strengths and areas for development in the business in order to increase sales and retention.
- Collaborate with the Team Manager on business plans and forecasting for the team's business.

DTS International, Glasgow (August 2011- April 2013)

Business Development Manager

Achievements and responsibilities:

- Responsible for building and managing relationships with both existing and potential customers in the East and North of Scotland.
- Lead generation and cold calling to new customers and push into previously virgin territories, resulting in the company taking on several new customers in the North of England.
- Gathering customer feedback to improve service through surveys, recording sales and communicating with office based admin team, cold calling and arranging meetings with potential customers and acting as a contact. Assisting with negotiating terms of agreement.
- Actively involved in the marketing and development of new product launches, working closely with the marketing manager on strategy and implementation.
- Presenting our product and services at CPD talks, trade shows, and company roadshows, in addition to smaller scale presentations at individual clients premises.
- Personally created a database of potential leads in the absence of a company-wide CRM sales platform.
- Attending regular meetings and conference calls, sharing ideas and reporting on activities towards targets to the company directors. Working with technical sales managers and marketing managers on approaches to building business.

Training Courses (through Pareto Law):

Fundamentals of Selling
Professional Selling Skills
Negotiation Skills
Key Account Management

Qantas Airways Ltd, Hobart, Tasmania (July 2004 – April 2011)

International Sales Consultant June 2005 - April 2011

Domestic Sales Consultant July 2004 - May 2005

Achievements and responsibilities:

- Working within a busy inbound call centre environment, fielding a range of customer enquiries. It was essential to have an extensive knowledge of the company's products and policies.
- Daily monitor and resolve customer issues including complaints, personal circumstances in a professional manner. Abiding to company policy and T&C's throughout.
- Consistently within the highest revenue earners for the centre, earning over AUD400,000 for the company within the financial year, surpassing the set revenue targets considerably.
- Member of a special project team to assist with the delays and cancellations of aircraft schedules due to the recall of the Airbus A380
- Graduated from initial training and international conversion training at the top of my class.
- Consistently within the top achievers for internal examination processes
- Member of the 'stars', an internal recognition program for employees who score an average of 5/5 for the internal Quality Evaluation Process.

Training:

Newstart Fares and Procedures 1 and 2
Domestic Fares and Procedures
Newstart AQIRE
Domestic to International Conversion Procedures 1 and 2
Fares and Ticketing 1
Internal Occupational Health and Safety Course

SMF Funds Management, Hobart Tasmania (October 2001 – July 2004)

Assistant Accountant

- Preparation of financial reports, bank reconciliations, taxation reporting and internal management accounting reports.
- Played a fundamental role in the successful rollover of new Superannuation Funds that were rolled over into our Master Fund. Helped set up the financial documents and procedures that were to be used for the new fund.

Various Hospitality Roles 1999 - 2010

Fine Dining Food & Beverage Attendant, Marque IV, Hobart, Tasmania April - November 2010

Cafe/Bar Supervisor, Snowbird Inn, Mount Hotham, Victoria June - September 2009

Restaurant Supervisor, The Federal Group, Hobart, Tasmania January 2008 - June 2010

Duty Manager, Pizza Hut, Hobart, Tasmania February 1999 - October 2001

Education

University of Tasmania (2002 - 2008)

Bachelor of Commerce, majoring in accounting and marketing

- Placed on the Dean's Roll of Excellence for the Faculty of Commerce in 2003
- Granted membership into the Golden Key International Honour Society in 2004

St Mary's College, Hobart, Tasmania (1995 - 2000)

Tasmanian Certificate of Education

Tertiary Entrance Score of 69.3 scoring in the top 10% of all scores Australia-wide
