

# ROBINSON ANTONYVINCENT

## Contact



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## Personal Profile

Hello, my name is Robinson (prefer to be called Rob) and I am a business management graduate who has a keen interest in IT and business development. I'm a keen learner and pay a lot of attention to detail so I would be interested in roles that provides learning experiences, career growth and personal development. I have worked in team environments in the past and I like to think I am friendly and have strong communication skills. I am also an enthusiastic problem solver, so I like to embrace challenges and difficult tasks, especially technical ones. Finally, I pride myself in meeting targets and keeping organised; I look forward to hearing from you.

## Education & Qualifications

### Sep 2019 - Sep 2021

- BA Hons degree in business management at Open University – achieved a 2:2 (64% overall)
- Modules include marketing and finance (63%), leadership in a changing world (74%), shaping business opportunities (66%) and strategic management (60%).

### Sep 2014 - Sep 2017

- Sheffield Hallam University – CertHE Accounting and Finance
- Modules studied include Financial Accounting, Management Accounting, Financial Analysis for business, Business Economics, The Professional Accountant, Law, corporate governance and Ethics

### Sep 2012 - Sep 2014

- A levels - Hitchin Boys' School: English Language & Literature (B), Mathematics (B), Economics (D) and Physics (E)

### Sep 2010- Sep 2012

- GCSEs - Hitchin Boys' School: 4 A\*s, 7As, 3Bs including all core subjects

## Work Experience

### **April 2023 – Present | Rubber Road Ltd. | Business Development Manager**

The role involves generating business leads and expanding the business in the video games/movie industry. This also meant making outbound calls to businesses (whether it be in the UK or globally) in the same industry to persuade them to make orders through our website. As a result, I'm building a portfolio of business customers which I would be responsible for as their account manager. I am also prospecting for new leads by researching online and sending out emails when necessary.

### **Nov 2018 - Oct 2022 | QRS Market Research | Customer Service/Data Collection/Team Leader**

I Worked for QRS Market Research company for roughly four years. I started as a telephone interviewer (completing surveys and collecting feedback/data for clients) in a call centre and progressed to a team leader, though I switched to part-time hours whilst I completed my business degree (2019-2021). My team leader role was more on the technical side since it was a mix of data management, excel spreadsheet work and IT support whilst carrying on with my previous responsibilities. I also had the chance to become a project manager for one month. I learnt many different skills during my time at QRS, ranging from customer service skills, supervision of employees, management of data, meeting deadlines, strengthening IT and excel spreadsheet knowledge and improving my knowledge of logistics and networking.

#### ***Work Achievements:***

- Achieved 19 surveys in one day, the highest total amount of surveys done for the specific project and two surveys away from the company record.
- Achieved the highest hourly conversion rate of surveys in the 2019 period for a specific project (average of 2.3 surveys per hour).
- Devised short-term strategies by managing and reassigning data to the call-centre to improve performance and meet targets.

### **Jan 2018 - May 2018 | Voice Marketing Ltd. | Customer Service Advisor**

At the start of 2018, I worked at Voice Marketing, positioned with the customer services role in the BT department. The job entailed handling calls, both inbound and outbound, regarding primarily mobile, broadband, telephone and television services to existing BT customers. This is the first time I had to deal with enquiries in a fast-paced environment, and this gave me a good opportunity to handle customer criticism and objections whilst using CRM systems. Furthermore, it made me value and appreciate the importance of building trust and rapport with customers.

#### ***Work Achievements:***

- Top 3 salesman in my second month of working in the BT department – the highest I've sold is 15 products in one day.
- Was the most consistent performer in a television campaign, selling an average of two TVs per day where the average was less than 1.

### **Nov 2017 - Dec 2017 | Just Fundraising UK | Fundraiser**

For a period of one month, I got the opportunity to speak to variety of people of all ages. The job involved door-to-door fundraising, which aimed to increase awareness and contribution towards charities such as Scope who support people with disabilities. I was able to gain confidence not only

in my public speaking skills, but also in my ability to adapt to unknown questions. The biggest strength I gained though was to be mentally resilient and positive, no matter what rejection I faced.

## **Transferable Skills**

### **Communication**

- Strengthened communication through various roles such as a team leader, customer service operator and being a part time primary school teacher to year 6 pupils.
- Captained a 6-a-side football team in Sheffield Leisure leagues - realising the importance of communication in high tempo environments.

### **Teamwork**

- Overseeing multiple projects whilst being team leader at QRS, instructing and motivating employees to maintain, foster and support a successful goal-driven environment.
- Participated in group projects in QRS Market Research as a telephone interviewer, emphasising the importance of communication and completing my own responsibilities.

### **Problem Solving/ Decision Making**

- Whilst handling data on spreadsheets in QRS, I worked with different formulas to correct existing errors.
- Whilst team leader at QRS, I was responsible for managing the data and creating short-term team strategies independently to ensure my team was working towards targets and deadlines.

### **Leadership**

- Team leader during my time at QRS. I was overseeing many employees, making sure they were receiving the correct data samples, helping them if needed and making sure monthly targets/ quotas were being met.
- Organised and captained a 6-a-side football team in Sheffield leisure leagues; understanding the value of a vocal presence to motivate and engage team members.
- Whilst taking part in group projects at university, I acted as leader for many of them, allowing me to also hone my time management and organisation skills.

### **Technical skills**

- In-depth knowledge of all Microsoft Office programs.
- Confident research skills to use the web to cite key information and expand knowledge.

## **Personal Achievements, Hobbies and Interests**

- Passion for fitness, health and the gym.
- I enjoy travelling abroad – my favourite place I've visited being Sri Lanka.
- Volunteered as a part time primary school teacher for 6 months.
- Participated in an event to raise £2000 for the British Heart Foundation.
- Learning HTML, CSS and JavaScript via courses and YouTube videos in my spare time – I enjoy the creative side of creating websites ([www.robantonyvincent.com](http://www.robantonyvincent.com)).

