**Jeffrey Byrne**

**E-mail:** [jeffbyrne03@gmail.com](mailto:jeffbyrne03@gmail.com) **Mobile:** 07393945816

**(Irish & American Passport holder)**

# Personal Profile

# I am a dedicated, tenacious, and customer-centric Sales & Operations Management professional with over 6 years’ work experience gained via several roles. Since graduation I’ve worked in a number of organisations and have learned valuable skills that makes me confident to pursue a role in which I can help my employer drive business value, innovation, and impact. I am diligent, motivated, and have a keen eye for detail. I have strong inter-personal, negotiation, and presentation skills; I excel in stakeholder management and enjoy working in client-facing roles wherein I can build long-lasting business relationships. I am analytical, focused and goal-driven, and I like working in fast-moving organisations that value autonomy & self-drive, whilst also fostering a strong team culture. I am a Wine enthusiast with expansive knowledge about the Wine industry and have several wine certifications. I am now looking for my next role in the Wine or related industry wherein I can add value and grow my career.

# Educational Qualifications

# 2012 - 2013 Master’s in Business, Innovation in European Business

# University College Cork, Ireland

# 2008 – 2012 Bachelor of Business (Hons) with French

# Waterford Institute of Technology, Ireland

# Certifications & Tools

* **January 2020 – April 2020: QQI Level 6 Certificate in Business Development & Sales**

College of Management & IT (CMIT)

* **January 2019 – April 2019: French Wine Scholar Program (FWS), the Wine Scholar Guild**

West Wine School, London

* **February 2019: Level 1 Certified in California Wines**

California Wine Institute, London

* **May 2018: WSET Level 3 Award in Wines**

Wine & Spirit Education Trust, London

* **IT skills:** Microsoft Office Suite (Advanced Excel, PowerPoint), SPSS, Salesforce CRM

# Career History

**December 2012 – Present The Wine Buff, Dungarvan, Ireland**

**Wine Sales Consultant *(Part Time)***

In this role, I work with the wine shop owner specialising in wines from growers who practice good viticulture, integrated farming & traditional wine making methods. Responsible for offering tailored advice to customers on different wines over the Christmas period on a yearly basis.

* Educating customers on wines, presenting the wines in the form of tasting & offering constructive feedback to match wines with the most suitable accompaniments offered within the house.
* Ensuring that the stocking, pricing & promotion of wines are under control. Making sure deliveries are stored immediately as well as updating the list & systems accordingly.
* Partake in stock orders, ensuring all wines in store are available to buy in sufficient quality.

**Key Achievements**

* Through excellent customer service, profits have increased year-on-year in the December period by 20%.
* Proposed and introduced two compatible wines for consumption with the Christmas meal which led to 15% increase in sales of those wines.

**May 2017 – December 2019 ADG Capital Management, London**

**Operations Analyst *(Full time)***

The firm manages a number of investment vehicles with a net asset value of £3 billion.

Reporting to the Operation Manager, I was responsible for the operations side of the whole business, including risk & compliance reporting.

* Liaised with several investment banks face-to-face & electronically to ensure the smooth operation of the business.
* Participated in the onboarding of new clients; meeting prospective clients & walking them through my role within the company, whilst giving them an overview of the systems in use.
* Trained colleagues on operational processes & reporting progress to the manager.

**Key Achievements**

* Tracked daily P&L for the company & the investment management team giving advice on cash management adjustments to avoid potential losses which led to the total value of the company going from £1 billion to £3 billion in a 2.5-year period.
* Negotiated management & performance fees for companies who used our services resulting in a net income increase of 75%.

**November 2018 – April 2019 Vagabond Wines, London Victoria**

**Wine Advisor *(Part time)***

Vagabond Wines is a wine bar that allows its customers to sample & discover over 100 wines by the glass through a vending machine type system. As a Wine Advisor, I was in charge of ensuring that the customer has an amazing experience.

* Expert knowledge about the 140+ varieties of wine stocked in the bar, which were revised on a regular basis.
* Constructed tasters for customers whilst educating them on the appropriate wine regions, varieties & wine makers.

**Key Achievements**

* Responsible for promoting & selling Vagabond’s own label wines to customers; increasing the brand awareness & sales of these wines by 20% month-on-month.

**May 2015 – March 2017 HSBC, HSBC Security Services, Dublin**

**Fund Administrator *(Full time)***

Reported to the Fund Accounting manager, I was responsible for reviewing investment papers of the different asset managers. Funds worth £250 million under management (hedge funds & mutual funds).

* Answered queries from other departments & external parties. Liaised with the clients on an ongoing basis; provided reports & dealt with queries that resulted in great client satisfaction.
* Took part in team meetings & negotiated delegations of tasks & responsibilities within the group.

**Key Achievements**

* Trained & educated staff in India successfully to outsource tasks for five of our clients which resulted in a reduction of costs & provided the opportunity to increase our portfolio of clients by 25%.

**March 2014 – April 2015 European Fund Services (part of Société Générale Group), Dublin**

**Reconciliation Analyst *(Full time)***

Reporting to Cost Accounting Manager, I reconciled a number of bank accounts for different financial institutions (banks, building societies, trust companies) worth £500 million.

* Key member in the migration project; conducted education & training programmes to transfer all tasks to the Luxembourg office. Successfully completed this project within 10 weeks.
* Researched & queried outstanding reconciliation items by means of liaising with other departments and external parties.

**June 2012 – September 2012 Mount Kisco Wines & Spirits, Mount Kisco, New York**

**Sales Assistant *(Summer job)***

Mount Kisco is a leading wine & spirits retailer in Northern Westchester with a portfolio of over 250 wines.

I worked with the owner and was responsible for providing first-rate customer service & building rapport that led to repeat business & customer loyalty.

* Through excellent customer service, sales went up 15% during the Summer 2012 period.
* Demonstrated flexibility in working within a fast-paced environment as part of a close-knit team & rotating roles & responsibilities seamlessly as required.
* Responsible for overseeing ordering & inventory controls & operations.

# Voluntary Experience

* **2018: Forty Hall Community Vineyard, Enfield EN2 9HA**

Ensuring the vines are cared for throughout the year in preparation for the harvest of grapes.

* **2018: Blackbook Winery, London SW8 3QR**

Loading different grape varieties into the press, tasting the wines at the early stages.

***REFERENCES AVAILABLE ON REQUEST***