Nicholas Botfield

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Work Experience

Credit Controller

Reed and Mackay
October 2022 to Present

· This role has a varied target of between 3 to 7 million pounds per week for one core client
· I have been required to compile extensive reports correctly on a weekly basis and then send to a core cleint of reed and makay and subsequently chase debt by phone, email and video conference call
· Chasing other large net worth clients by a variety of methods to ensure prompt payment
· Proving detailed and accurate reports ot heads of finance departments to give update on client debt and how is being reduced

Credit controller

Prospero Teaching
June 2022 to September 2022

· My set monthly target has been upwards of £1,000,000 which I have met or exceeded each month
· This role has required me to proactively contact clients in even greater volume of emails and using new conference and video calling technology
· I have been required to learn the legal process associated with debt recovery in even greater detail by liasing with our partner legal firm to ensure debt is recovered from clients even more quickly and effectively
· Extensive use of pivot table excel to view, contact and update client accounts plus updaing excel reports for viewing and usage by my team and senior management

Credit controller

Morgan Hunt Recruitment
May 2019 to June 2022

· I have been required to recover debt for part and full time workers of Morgan Hunt recruitment
· My role has required me to proactively contact many London and UK based companies via phone, email and letter
· My target has been set at £1,000,000.00 or above monthly which I have met or exceeded each month

Credit controller

Olympus Keymed

February 2019 to April 2019

· My monthly target has been between £100,000 and £200,000 which I have regularly exceeded
· I have become expert in the credit control process by using structured phone calls, emails as well as producing professionally printed letters and PDF documents to send to clients

Credit controller

David Phillips furniture
August 2017 to December 2018

· My role has required me to contact and deal with a wide range of individual as well as large corporate clients
· I have learnt various negotiation skills as well as how to speak to clients and ensure funds are paid by them when necessary
· I have exceeded my individual target with the company each month by collecting over £170,000 monthly and exceeded the service level agreement for the company
· I have the gained the expertise to be able to initiate and fully carry out legal action against individual and corporate clients if required

Credit controller

Countrywide
March 2015 to August 2017

· I have become expert in managing customer accounts and dealing with outbound and inbound calls as well as being an expert in using SMS, email and debt letter communication.
· I have exceeded service level agreement targets for 2015 and 2016 with clients by reducing tenant debt by over £100,000 across corporate client portfolios.
· I have gained expert knowledge in all aspects of the arrears process which now includes compiling legal notices against tenants for non - payment and instructing solicitors at all stage of the legal process

Sales Agent

Southend UK Insure and Go
June 2014 to March 2015

· Selling to new customers over the phone as well as up selling on existing products over the phone

Commodities Broker

Marbella Spain Futuro Markets
June 2012 to December 2014

· Acting as a broker liaising with clients by phone and managing their individual portfolios

Account Manager

Basildon UK-ADSI
February 2014 to May 2014

· Selling to new customers over the phone as well as up selling on existing

products over the phone

Private Portfolio Manager- BRIC

Dubai-United Arab Emirates
July 2011 to March 2012

· Acting as a Portfolio Manager to manage the property portfolio for a variety of clients
· Selling to clients over the phone, through e-mail and face to face

Manager- Guardian Wealth Management

Dubai- United Arab Emirates- Business Development
February 2011 to July 2011

· Acting as a Business Development Manager I was required to use my own initiative to source new business for the company through outbound calling to different clients
· Demonstrating the key advantages of financial services through pitching services to the client

Call centre agent/ Team Leader/ Programme support-

Lloyds Banking Group-London
July 2005 to February 2011

· As a call centre agent I was required to deal with debit and credit enquires from a variety of customers and up selling to customers when necessary after assessing and matching a products to their needs
· Working as a team leader to support, train and motivate a team of fifteen agents with various targets including helping them to reach individual sales targets so team sales targets would be exceeded
Business Operational Excellence (LEAN) certified.

Self motivated and enthusiastic in providing excellent collecton services. I am hard working and am conscientious with an excellent time keeping and absentee record.

Education

HND in Tourism Management

Southampton Institute
September 2003 to June 2005

Skills

- Information Technology Level 2
- Communication Level 2
- Customer service
- Microsoft Office
- Leadership

- Communication skills