
PAUL MIDGLEY

Summary

Seasoned customer service professional bringing years of experience in sales and client management. Skilled problem-solver who has initiative, independence and the ability to work on their own or as part of a team.

Skills

- Mother tongue English teaching at Elementare, Media and Liceo Schools
- Business development
- Certified Digital Marketing Professional
- Excellent time management
- Market research
- Training new starters

Experience

Teacher of English as a Foreign Language **10/2022 to Current**
Iseo School Of English **Iseo**

- Teach students on best revision strategies to aid in passing IELTS, Cambridge First and other common examinations.
- 2022/2023 Progetto PON scuola primaria IC Castel Mella
- 2022/2023 Progetto PON scuola secondaria I grado IC Castel Mella
- 2022/2023 Potenziamento Lingua Inglese scuola primaria IC Castel Mella
- 2023 Potenziamento Lingua Inglese scuola secondaria I grado IC Castel Mella
- 2023 Preparazione Esame B2 Istituto Superiore Gigli Rovato
- 2023 Preparazione Esame B2 Liceo Arnaldo Brescia

Lettings Manager/ Client services **04/2021 to 10/2022**
Self Employed (Remote) Jackson- Stops (South East) **Remote**

- Work entirely on my own remotely, using a company supplied telephone system.
- Currently generating leads via Facebook ads and cold calling prospects to book in market appraisals.
- Outbound calling.
- Weekly market research of competitor listings across 5 branch territories covering Surrey and Kent.

Lettings Manager/Lettings Relocation Manager **03/2020 to 04/2021**
Jackson-Stops South East **Oxted, Surrey**

- Generate new and repeat business opportunities for market appraisals, instructions, viewings.
- Inbound call handling, dealing with landlord and tenant enquiries, and resolving any queries.
- Carried out COVID safe viewings.
- Followed up with applicants throughout the tenant application process.
- Implemented more stringent applicant vetting procedures
- Negotiated Rent deferment plans arising from rent payment difficulties due to impact of COVID – 19.
- Strengthened Branch relationship with Landlords.
- Developed standard operating procedures.
- Recruited and hired new letting employees.
- Maximised branch revenue by optimising daily operations and increasing efficiency.
- Conducted property management visits.
- Arranged inventories/check-ins/check outs via external contractors.
- Managed the transfer of utilities and implemented a partnership with a 3rd party supplier to assist with this and gain commission for the business via the upsell of utility company services
- Implemented the payment of commission from 3rd party suppliers to agency.
- project managed landlord's maintenance/property redevelopment requirements.

Director (Self Employed)**11/2014 to 10/2019****Wisteria-Blue Property Services Limited (Martin & Co Wimbledon Estate agents)****Wimbledon, London**

- Managed the day to day running of the front and back office and staff members. The agency's revenue was 90% from lettings
- Conducted staff appraisals, target setting and provided ongoing training and support
- Generated new and repeat business opportunities for market appraisals, instructions, viewings, lets and sales.
- Traced property owners/door numbers to target to get new business as well as mined existing database to call and look for new business opportunities. Combined, this helped revenue grow by 100%
- Created targeted facebook ads and videos to build an online audience - content marketing
- Assisted in developing marketing material for properties
- Successfully guided home buyers and sellers through sales and purchase of properties
- Developed standard operating procedures
- Undertook financial analysis of revenue
- Recruited and hired new branch employees
- Project managed landlords maintenance/property redevelopment requirements
- Implemented a rental property design service for landlords. A property I designed colour scheme for appeared in Your Property Network magazine in August 2018
- Ensured compliance with legislation

Technical Events Manager**08/2010 to 11/2014****AVC Live Limited/Insync Productions****Marylebone, London**

I was based on site for the company at The Landmark Hotel, London, a prestigious 5 star hotel in Central London.

- Training new starters.
- A hands-on approach to AV and floor operations, ensuring technicians worked effectively and followed Standard Operating Procedures.
- Helped to rig/derig/operate equipment when required.
- Assisted on service delivery and disaster recovery.
- Managed staff performance, scheduling of work, site hire and work allocation
- Managed third party contractors.
- Supervised security, inventory control, transportation & logistics, storing and replacing of equipment.
- Provided first-class AV solutions in a challenging environment.
- Provide face to face contact and support to venue and end clients.
- Participated in sales meetings with clients and put together comprehensive quotations.

Audio Visual Technician to Audio Visual Manager**09/2003 to 07/2010****PSAV Presentation Services****Marylebone/Mayfair, London**

I was based on site for the company at numerous prestigious hotel properties in London, namely the Dorchester, Radisson Blu Portman Hotel, Churchill Hyatt Regency, Claridges, and Hotel Russell. I worked my way up in the company, from trainee technician to AV Manager.

- I had a direct hands-on approach to AV and floor operations. set-up, operated and derigged various AV equipment.
- Where applicable, managed and ensured staff performance, work scheduling, site hire and labour needs were maximised to accommodate specific and distinct requirements for the client.
- Hired and managed extra freelancer staff when required for specific events.
- Assisted in training new starters.
- provided first-class AV solutions in a challenging environment.
- provided face-to-face contact and support to the venue and its end clients.
- participation and preparation of sales proposals following meetings with the venue and end clients.

Cultural Representative**05/2001 to 06/2002****Walt Disney World****Orlando, Florida**

- Customer service role at the Kilimanjaro Safaris attraction within the Animal Kingdom theme park at Walt Disney World, Orlando, Florida, U.S.A.

- Drove 7 ton safari vehicles taking 32 guests on a 30 minute ride path. Role involved learning a script and speaking on a public address system within the vehicle while driving
- Quickly became a Disney Trainer and trained new starters to drive a 7 ton safari vehicle and learn a 30 minute script

Education

Facebook Marketing for estate agents : Lead Generation	2019
Paul Long - Facebook Training for Estate Agents	London
Bootcamp, Acquisitions workshop, property sourcing, staff management, training, staff development. : Letting agency business growth techniques	2017
Agent Rainmaker	London
I attended a number of estate agency growth workshops, run by Sally Lawson (former President of ARLA) www.agentrainmaker.co.uk	
I learned a number of strategies to grow a lettings agency's turnover and add a number of new streams of income.	
Bachelor Of Technology Degree : Hospitality Management	2000
Durban University Of Technology	Durban, South Africa

Additional Information

- Full Drivers Licence Held
- UK Citizen

ISEO, 18/10/2023

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