



GUILLERMO HENGSTENBERG

PERSONAL

Nationality: Spanish
Guillermo Hengstenberg Girón
<https://www.linkedin.com/in/guillermohengstenberggiron/>
High level (C1)

SKILLS

RESULTS APPRO.	██████████
NEGOTIATION	██████████
PROSPECTION	██████████
LEADERSHIP	██████████
TEAMWORK	██████████
TEAM MANAGE.	██████████
ANALYSIS	██████████
PLANNING	██████████

KNOW HOW

LEAD MANAG.	██████████
SOCIAL SELLING	██████████
BLOCKCHAIN	██████████
FOREX	██████████
CRM	██████████
DIGITAL MKT	██████████

IT

EXCEL	██████████
ACCESS	██████████
WORD	██████████
POWER POINT	██████████

ACHIEVEMENTS

- ✦ **Securitas Direct:** creation and implementation of a new sales script -> reduction of the Call Center costs & named as best seller more than 15 times.
- ✦ **Jompy Energy:** individual sales record for two consecutive months & collective sales record for 3 consecutive months.

PROFILE

Sales hunter focused on customer prospection, team management, and business development with more than 10 years of work experience. Proactive and ambitious, always motivated and willing to face any professional challenges. Analytic, strategical and planner with ease to adapt to multicultural teams and to any work environment.

PROFESSIONAL EXPERIENCE

- Sales Director - Argonview** March 2019 - Currently
 Recruitment and negotiation with large accounts and management of existing customers. Creation, training and direction of the territorial sales force, which is focused on the commercialization of the different products and services of the company (supervising the performance of each sales agent). Planning, tracking and supervision of the commercial and marketing strategy all over Spain. Generation of sales forecasts and creation of telemarketing campaigns to arrange commercial visits through an exhaustive control of L2B and B2S.
 - Contact Center Supervisor - Securitas Direct** February 2017 - February 2019
 Recruitment, training, coordination and management of a commercial telemarketing team of 15-20 people in the area of recruitment through the optimisation of the lead management process. Understanding and contribution to the implementation, development and supervision of strategies in order to improve the quality and the efficiency of the service. Monitoring, analysis and evaluation of KPI, results and sales. Design and implementation of productivity reports and action plans for the Heads of the Area. Generation of feasibility studies of advertising investment and ROI, without forgetting to plan and to foresee the activity of the Contact Center.
 - Sales Agent - Securitas Direct** December 2015 - January 2017
 Sales agent at the area of customer acquisition with wide experience across different departments: Funnel, C2C, Chat and Front Potential. Active management of calls, both making and receiving them, with the aim of generating visits for the territorial commercial force, being selected for the company's talent program year after year.
 - Sales Agent - Grupo Planeta** December 2014 - April 2015
 Sales advisor at the EDP Editores Direct Marketing department. Generation of sales reports and closing of visits to sell, face-to-face and right after, the high-class products of the company.
 - Sales Manager - Jompy Energy** October 2013 - July 2014
 Sales manager of a team sales force for Iberdrola. Customer prospection and design and implementation of sales strategies. Hiring, training and management of the commercial team through the planning and monitoring of its commercial performance. Periodic measurement of the performance level of each sales agent identifying and encouraging the most effective agents.
 - Team Leader - Grupo Regio** September 2011 - September 2013
 Team leader for an important commercial sales channel with EDP. Prospection and customer loyalty of the energy sector. Negotiation and continuous management of large accounts, direction of sales teams and tracking and control of the commercial activity of their activity. Development of databases to prospect potential customers.
- ## EDUCATION
- Talent School** January 2016 - January 2019
 Securitas Direct, Madrid, Spain.
 - Social Selling Course** September 2018 - November 2018
 Universidad Camilo José Cela, Madrid, Spain.
 - Degree in Journalism** September 2011 - June 2017
 Universidad Complutense, Madrid, Spain.
 - High Degree in Trade and Marketing** September 2010 - June 2011
 IES Clara del Rey, Madrid, Spain.
- ## EXPERIENCES ABROAD
- Hastings School** October 2009 - June 2010
Barman and waiter (Richoux & Grace)
 London, England.