

Jessica Rigoli

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Professional Summary

Dynamic and results-driven Sales and Operations Manager with a proven track record of driving revenue growth, optimising processes, and leading high-performing teams. Skilled in aligning business goals with actionable plans, enhancing profitability, and fostering a culture of continuous improvement. Adept at developing customer-centric solutions and ensuring operational excellence across diverse industries.

Professional Experience

Sales and Operations Manager

Radius Office – January 2024 to Present

- Reporting directly to the Managing Director
- HR responsibilities, including interviewing, hiring, and ongoing staff development across the sales representative, customer service and logistics teams, in Ireland and Croatia
- Conducting yearly performance reviews and managing team progress, ensuring high productivity and employee satisfaction.
- Act as a liaison with senior management and HR advisors from Bright HR to handle special leave requests, emergencies or staff-related issues.
- Leading a high-performing team through biweekly meetings to assess workloads, address concerns, and provide guidance on issues.
- Managing the customer service team and providing guidance where needed.
- Maintaining a "lead by example" approach, demonstrating exceptional sales performance and a thorough understanding of industry trends.
- Staying informed on industry developments and monitoring relevant stakeholders to ensure the team is consistently aligned with current market demands.
- Supporting logistics functions by analysing logistics flow in both Irish and UK markets

Sales Representative and Office Manager

Radius Office – June 2021 to December 2023

- Reporting to the Sales and Design Manager
- Working live leads across the Irish, UK and USA market
- Meeting KPIs each month, with a 10% target increase MoM
- Building relationships with ongoing clients
- Increased customer satisfaction through prompt issue resolution and proactive client management.

- Staying informed on industry developments and trends
- Liaising with the building management regarding any facilities issues
- Upkeep of office supplies and general tidiness of the common areas
- Management of the cleaner
- Part of the Team Building committee, arranging events for the team according to an agreed schedule and budget

Office Manager, Customer Service & Sales Administrator

Artizan Food Company – September 2019 to June 2021

- Managing daily operations, reporting directly to the Senior Facility Manager and liaising with operations leaders to ensure smooth workflows.
- Collaborated with senior management to develop proposals tailored to client needs.
- Provided sales support by preparing quotes, sales orders, and invoices, coordinating closely with sales representatives.
- Oversaw office management tasks, including inventory control, call management, printer maintenance, and visitor sign-ins.
- Handle financial tasks such as petty cash management, reconciliations, and processing invoices using Sage Pay.
- Track customer trends and missed opportunities, providing actionable insights to the team.
- Maintain key operational documents and resources in a centralised location for team accessibility.
- Proficient in Microsoft Office Suite, including Teams, SharePoint, and OneDrive.
- Manage website content through CMS and serve as a point of contact for third-party logistics.

Sales Manager & Acting HACCP Leader

Vernon Catering – January 2015 to September 2019

- Successfully expanded customer base and increased revenue through account development and securing new clients.
- Monitored sales performance via a custom CRM (Kernel) and supported the sales pipeline using HubSpot.
- Led marketing initiatives, creating content for mailshots, social media, and trade shows.
- Spearheaded the development and implementation of HACCP procedures, ensuring compliance.
- Played a key role in launching a customer-facing app, which grew to 33% of total orders within its first year.

Education

Higher Certificate in Hospitality Business Management

DIT Cathal Brugha Street, Dublin, Ireland – September 2011 to July 2013

- Graduated with distinction
- Completed HACCP management and train-the-trainer modules.

Certificate III in Hospitality (Commercial Cookery)

Box Hill Institute of Technology, Melbourne, Australia – January 2003 to December 2004

Additional Training

- **Excel - From Beginner to Advanced** | Online Course (February 2021)
 - **Management Training** | Internal training (November 2020)
 - **Manual Handling Refresher** | Half-day course (May 2019)
 - **HACCP Refresher** | Day course (October 2018)
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Technical Skills

- **Intact IQ ERP:** Proficient in business management, inventory tracking, sales order processing, and workflow optimisation.
- **Google Suite:** Advanced proficiency in Google Docs, Sheets, Drive, Gmail, and Calendar for collaboration and project management.
- **Microsoft Office Suite:** Expertise in Excel, Teams, OneDrive, SharePoint for document management and data analysis.
- **CRM Systems:** Skilled in HubSpot and Kernel for managing sales pipelines and generating insights.

Leadership & Operational Skills

- **Sales & Operations Management:** Extensive experience driving sales growth and improving operational processes.
 - **Team Leadership & HR:** Experienced in hiring, training, performance reviews, and team development in cross-functional teams.
 - **Financial Management:** Proficient in Sage Pay and Stripe for payments, internal cost centres, and reconciliations.
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