



# WILMA

## Account Manager

### **WHAT DO YOU DO AT WALSHS GLASS?**

My official role is Account Manager, which means I am responsible for maximising sales, whilst maintaining market share of sales for each of the customers that I am assigned to. I also spend time educating our customers on products and technology in the industry.

### **WHAT MADE YOU JOIN THE GLASS INDUSTRY?**

I had just been made redundant and was looking for a role in sales as that was where my skills would be best utilised.

### **WHAT'S THE BEST THING ABOUT YOUR JOB?**

Each day brings new challenges! I also work with a fantastic collaborative team which makes coming to work so enjoyable.

### **WHAT HAS BEEN YOUR CAREER JOURNEY AT WALSHS**

I joined Walshs as the Team Coordinator for our Customer Sales Team and spent five years in this role. I was then offered the role of Account Manager and have been in this role for the last 13 years.

### **WHAT TRAINING OR SKILLS DID YOU NEED TO GET YOU HERE?**

I initially completed the Kaizen Sales Master Class and then continued online training on relevant glass Australian standards. Much of what I learnt was through in house, on-the-job training while also regularly attending AGWA information and training sessions.

### **WHAT DO YOU ENJOY ABOUT THE GLASS INDUSTRY?**

I enjoy the ability to engage with customers from diverse backgrounds, while leveraging my many years of experience and knowledge of the industry. I also appreciate the opportunity to assist in resolving customer issues, drawing on my expertise to provide solutions.

