



# ingenia

## CANDIDATE SUMMARY

Reference 4418

**If this person appears suitable for a position within your company, please call 0191 4155010.**

### PROFILE:

- **We guarantee this candidate has been interviewed.**
- Has worked in the motor trade for around 42 years and has experience of:
  - Ford, Mazda, Fiat, Kia, Suzuki, Jeep, Skoda and Mitsubishi franchises.
  - Dealing with franchise warranty and finance reps.
  - Reviewing mystery shop results.
  - Running staff meetings.
  - Health and Safety/EPA controls.
  - MOT centre management.
  - Managing manufacturer warranty.
  - Opening a site/workshop.
  - Dual/multi-site/franchise management.
  - Handling complaints.
  - Managing manufacturer recalls.
  - Dealer standards.
  - Preparing for head office/franchise/warranty audits.
  - Implementing systems and processes.
  - Stock checks.
  - Manufacturer CSI programmes.
  - Preparing formal marketing plans.
  - Visiting key customers.
  - Organising/running showroom events, vehicle launches and customer clinics.
  - Competitor analysis.
  - Database management.
  - Corporate entertainment.
  - Preparing recruitment adverts.
  - Interviewing staff.
  - Preparing job offers and descriptions.
  - Carrying out formal staff induction 'Programmes'.
  - Coordinating and/or booking manufacturer or 'in house' training.
  - Training staff/coaching staff.
  - Setting individual targets with staff.
  - Monthly individual performance reviews.
  - Formal staff appraisals.
  - Performance management.
  - Implementing formal staff discipline.
  - Handling formal staff grievances.
  - Preparing budgets.
  - Presenting budgets to Board/Regional Directors for approval.
  - Weekly/10 daily forecasting.
  - Managing/monitoring debtors.
  - Verifying invoices.
  - Monthly stock write downs/valuations.
  - Monthly parts stock write downs/valuations.
  - Monitoring W.I.P.
  - Managing costs.
  - Managing/authorising used vehicle prep.
  - Setting/calculating staff pay/bonuses.
  - Negotiating supplier/sub contract contracts.
- Generally good with computers and has experience with Auto line, Pinnacle and Kerridge.
- Considers himself committed, experienced and challenging.

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## CANDIDATE SUMMARY

### Reference 4418 Continued

#### ACHIEVEMENTS:

- 03/18 - Took service net profit from £7k pm. to £30k pm.
- 94 - 95 - Achieved £371k labour sales, exceeding group record by over £70k.

#### CURRENT/LAST POSITION:

- Size of current role: - Labour sales =£4.2M.
  - 8 Franchises.
  - 8 Sites.
  - Staff = 150 (87 technicians).
  - Average workshop bays = 7- 8.
  - Biggest site = 20 bays.
  - Parts stock = Circa £800k.

#### CAREER:

- 01/18 - Date - Group Aftersales Manager - (Franchised dealership).
- 05/17 - 01/18 - Aftersales Manager - (Franchised dealership).
- 01/16 - 02/17 - Group Operations Manager - (Franchised dealership).
- 10/14 - 12/15 - Group Aftersales Manager - (Franchised dealership).
- 01/14 - 10/14 - Regional Leader - (Franchised dealership).
- 01/13 - 12/13 - Senior Aftersales Development Coach - (Franchised dealership).
- 2012 - 2013 - VHC Leader - (Franchised dealership).
- 2008 - 2012 - Consultant - (Motor trade consultants).
- 1990 - 2008 - Service Manager - (Franchised dealership).
- 1976 - 1990 - Apprentice Technician - Foreman - Service Manager - (Franchised dealership).

#### TRAINING:

- Various Dates: - Management Course - (Certificates not seen).
  - Consumer Law Course - (Certificates not seen).

#### PERSONAL:

- Status: Male, Married, 2 Children.
- Resides: Darlington area.
- Driving licence: Full.
- Interests include: Spending time with family.

#### POSITIONS OF INTEREST:

- Aftersales Manager/Service Manager.

#### SALARY EXPECTATION:

- Min. £35k.

#### SPECIAL NOTE:

- It is our policy not to disclose the identity of a client until an interview is to be arranged.