



ingenia

CANDIDATE SUMMARY

Reference 4477

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 14 years and has experience of:
 - Landrover, Vauxhall, Alfa Romeo, Jeep, Fiat, Abarth and MINI franchises.
 - Dealing with franchise reps.
 - Reviewing mystery shop results.
 - Running staff meetings.
 - Managing manufacturer warranty.
 - Multi franchise management.
 - Handling complaints.
 - Managing manufacturer recalls.
 - Dealer standards.
 - Implementing systems and processes.
 - Manufacturer CSI programmes.
 - Weekly forecasting.
 - Managing/monitoring debtors.
 - Verifying invoices.
 - Monitoring W.I.P.
 - Managing costs.
 - Managing/authorising used vehicle prep.
 - Calculating staff bonuses.
 - Management accounts reviews.
 - Controlling petty cash.
 - Cashing up/daily banking.
 - Interviewing staff.
 - Carrying out formal staff inductions.
 - Coordinating and/or booking manufacturer or 'in house' training.
 - Training staff.
 - Coaching staff.
 - Setting individual targets with staff.
 - Monthly individual performance reviews.
 - Performance management.
 - Implementing formal staff discipline.
 - Handling formal staff grievances.
 - Developing promotion ideas.
- Confident when using computers and uses Pinnacle daily.
- Considers himself hardworking, driven and loyal.

ACHIEVEMENTS:

- 01/18 - 08/18 - Tracking at 117% of plan.
- 09/17 - 08/18 - Took CSI from circa 55% to 98% with a 5 star rating.
- 01/17 - 09/17 - Took CSI from bottom in region to mid table.

CURRENT/LAST POSITION:

- Size of current role:
 - Labour sales = Circa £500k.
 - Staff = 9 (5 Technicians).
 - Workshop bays = 5.
 - Courtesy cars = 12.



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CANDIDATE SUMMARY

Reference 4477 Continued

CAREER:

- 09/17 - Date - Service Manager - (Franchised dealership).
- 12/16 - 09/17 - Service Manager - (Franchised dealership).
- 10/04 - 12/16 - Apprentice Technician - Diagnostic Tech/Warranty Controller - Workshop Control/Warranty Control - Assistant Service Manager - (Franchised dealer group).

TRAINING:

- Various Dates: - Various manufacturer courses including: Warranty Management, Franchise Management Certificate, etc - (Certs not seen).
- ATA level 3 Diagnostic Technician - (Certificates not seen).
- NVQ level 3 in Light Vehicle Maintenance - (Certificates not seen).

PERSONAL:

- Status: Male, Married, No Children.
- Resides: Chester le Street area.
- Driving licence: Full.
- Interests include: Fishing and dog walking.



POSITIONS OF INTEREST:

- Service Manager/Aftersales Manager.

SALARY EXPECTATION:

- Min. £28k basic OTE £45k.

SPECIAL NOTE:

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

CV may be available subject to candidate approval.