

# Alastair Hatfield CV

Email: [AlastairHatfield@live.com](mailto:AlastairHatfield@live.com) Phone: +44 7383 298 322

## Areas of expertise

- Customer Service: Skilled in providing exceptional customer care and support.
- Conflict Resolution: Proven ability to identify and resolve conflicts and complaints effectively while maintaining positive relationships with customers.
- Business Development: Demonstrated success in identifying and pursuing new business opportunities to expand customer base and revenue.
- Planning and Organization: Ability to plan and organize work effectively, prioritize tasks, and meet deadlines.
- CRM Management: Proficient in utilizing CRM software to track customer inquiries, complaints, and feedback to ensure high customer satisfaction.
- UI Navigation: Skilled in navigating multiple software platforms and tools to support customers remotely, ensuring seamless customer experience.
- Technology Proficiency: Excellent technology skills, including proficiency in various software and tools commonly used in customer support roles.

## Work from Home Setup

- High-speed internet connection
- Quiet workspace with minimal distractions
- Reliable computer and software for telecommuting

## Personal Skills

- Strong leadership skills with previous experience as a team lead
- Confident and professional communication skills, both written and verbal
- Proven experience as a successful business owner, demonstrating skills in budgeting, planning, and new business development
- Fast and independent learner, able to quickly grasp new technology and software tools
- Punctual and reliable, consistently meeting deadlines and work schedules
- Professional demeanor with a customer-centric approach to problem-solving and conflict resolution.

## Personal Summary

As an ambitious and resourceful professional, I have developed a deep understanding of customer care and business operations through various roles and experiences. With a proven track record of learning quickly and efficiently, I am always looking to improve and maximize my efforts to enhance customer satisfaction. My passion for providing exceptional service is matched by my ability to work effectively both as part of a team and as a team leader. Additionally, owning my own businesses has provided me with valuable skills and competencies that translate well to a work from home environment. Moreover, my background in software development has equipped me with proficiency in using graphical interfaces, CRM software, and related programs, which would enable me to excel in a remote customer support role.

## Work Experience

### **Team Leader, CPC Training UK (2020 - Present)**

Successfully led a team of trainers to deliver exceptional customer care, conflict resolution, and appointments management. Developed and executed strategic plans for new business development, resulting in increased revenue and customer base.

### **Workshop Controller, Wulfern Motorsport Club (2020 - Present)**

Led a team of workshop professionals, overseeing all aspects of workshop control, stock management, and payments. Successfully resolved conflicts and complaints, ensuring high customer satisfaction.

### **Vehicle Technician, Johnsons Volkswagen (2018 - 2020)**

Successfully resolved customer conflicts and conducted test drives to ensure high customer satisfaction. Managed workshop control and led a team of professionals to complete work accurately and efficiently. Coordinated ordering and inventory control, ensuring the availability of necessary supplies and equipment.

### **Vehicle Technician, Stourbridge (2017 - 2018)**

Worked closely with customers to identify and resolve faults in their vehicles, ensuring high customer satisfaction. Managed stock control and ordering, ensuring the availability of necessary supplies and equipment. Handled payments and front desk duties, ensuring seamless customer experience.

### **Vehicle Technician, Mark Andrews Car Sales (2016-2017)**

Resolved customer conflicts effectively, ensuring high customer satisfaction. Managed stock control and orders, ensuring availability of necessary supplies and equipment.

### **Customer Team Member, The Co-operative Bilston (2010-2016)**

Provided exceptional customer service and conflict resolution, ensuring high customer satisfaction. Managed stock control, ensuring the availability of necessary supplies and equipment. Worked day/night shifts and weekends, demonstrating flexibility and adaptability.

**Academic Achievements:** Current; Undergraduate Diploma in Software development, University of Birmingham  
A level; Business (C) AS Applied Science (B) GSCE; Maths (B) Science (B) Technology (B) English (C) R.E. (A) English Lit (C) Geography (C) Business (B)