Alex Holmes

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**Personal Statement**

I am a confident, pro-active, and responsible individual who has always strived to progress both personally and professionally. I always look to improve my skills and gain am much knowledge as possible in whatever profession I have worked in. I am adaptable and can handle most situations I am in with an open mind, a clear head and can work out quickly what the right outcome should be. I am currently working my way towards a career in Web Development having manly worked in the Motor Trade for a majority of my career. in 2021 I felt it was time to pursue a different career path and find a career I can feel passionate about. I have currently finished my initial training and would be looking at starting in a junior position in and Web Development role either front end or back end.

**Work Experience**

**VW Van Centre Leeds**

**Current position while Studying**

April 2022 – Present

Service Advisor

* Liaising with customers front of house dropping off vehicles for service
* Upselling additional work to customers via phone and email
* Selling additional products to customers while in the workshop
* Booking and processing new requests via phone and on-line
* Managing daily tasks for the aftersales department
* Reporting to departmental heads and Heads of Business

**DPD**

**Intermediate job while studying**

August 2021 – April 2022

Driver

* Delivering parcels to customer
* Collecting from customers

**Huddersfield SEAT** **(Pentagon Group – formally Sytner Group)**

**Left to start studying in I.T.**

July 17 – August 2021

After sales Manager

* Overseeing both Service and Parts departments
* Liaising with Head of Business daily regarding targets and budgets
* Involved with WOC meetings and operation meetings
* Departmental budgeting and forecasting
* Managing warranty process
* Managing department expenses and cost controls
* Managing staff training
* 1-2-1 Performance Reviews
* Reviewing and implementing Service Core Process
* Managing Customer Complaints
* Focusing on Customer Satisfaction
* Improved Customer satisfaction from 3.7 to 4.7 / 5 in 24m
* Dealing with and implementing Dealership Health & Safety practise
* Took the department from £30,000 sales p/m to £49,000 p/m

**Huddersfield SEAT** **(Sytner Group)**

**Moved due to Promotion**

August 2015 – July 2017

Parts Supervisor

* Supervising the running of the parts department
* Ensuring stock accuracy is kept to a high standard
* Working with the service department to ensure all customers parts needs are met
* Receipting on of stock and stock checking
* Banking
* Dealing with customers on the phone and front counter
* Liaising with site and departments management daily
* Estimating monthly sales figures and compiling the data

**TPS Leeds (Sytner Group)**

**Moved due to Promotion**

February 2014 – August 2015

Warehouse Supervisor

* Supervising warehouse team to ensure all daily tasks are managed and completed
* Ensuring stock accuracy is kept to a highest standard
* Delivering figures to management regarding sales
* Mentoring / training inexperienced staff for the warehouse
* Dealing with stock issues and liaising with the manufacturer i.e. damages / missing items
* Dealing with customer complaints or issues

**TPS Bradford (Sytner Group)**

**Moved due to relocation**

November 2012 – February 2014

Warehouse / Driver Supervisor

* Supervising warehouse team to ensure all daily tasks are managed and completed
* Picking orders booked from tele-sales team
* Ensuring stock accuracy is kept to a highest standard
* Delivering figures to management regarding sales
* Mentoring / training inexperienced staff for the warehouse
* Dealing with stock issues and liaising with the manufacturer i.e. damages / missing items
* Dealing with customer complaints or issues
* In charge of the site when site manager away
* Managing the driving team

**TPS Bradford / Leeds (Sytner Group)**

**Moved due to redundancy**

October 2011 – November 2012

Sales Development Manager

* Visiting new and existing customers on a regular basis
* Compiling sales data for management and customers
* Selling products and services to new and existing customers
* Growing customer sets, increasing sales and finding new business

**TPS Bradford (Sytner Group)**

**Moved due to promotion**

May 2010 - October 2011

Tele-Sales

* Speaking to customers and taking customer orders
* Working out the correct parts required by the customers
* Outbound selling to customers with products currently on offer
* Maximising sales opportunities with related or additional parts
* Working towards monthly targets though calls and sales

**UPS**

November 2009 – April 2010

Driver

* Delivering parcels to customers
* Managing the route options and finding the best or quickest way to deliver customer packages
* Using electronic scanning machine to track and deliver parcels
* Ensuring all packages are delivered and time sensitive items are delivered when required

**Northside Truck & Van**

October 2000 – August 2009

Parts Advisor / Parts Supervisor

* Dealing with customers on the phone and on the counter
* Checking and putting daily stock away quickly and accurately
* Stock checking
* Banking
* Liaising with service to order parts required
* Dealing with all departments regarding parts queries i.e., Sales, Warranty, Service

**Education & Qualifications**

***Queensbury Upper School***

1994 – 1997 – Passed all GCSE`s

***Mandale Middle School***

1991 – 1994

Level 3 First Aid

IOSH Trained

Open University – Introduction to computing and information technology 1 (TM111) - Passed

Codecademy Full Stack Developer Training Completed

**Skills**

Intermediate knowledge of all Microsoft programs

Full Clean driving licence

Intermediate knowledge in Excel

Basic knowledge of Python

Basic Knowledge of SQL

Intermediate knowledge of HTML

Intermediate knowledge of JavaScript

Intermediate knowledge of CSS

Intermediate knowledge of PHP

Intermediate knowledge of Bootstrap CSS

P.E.R.N Stack (Basic Knowledge)

**Interests**

I enjoy taking my partner and my children out and having friends over, I love cooking and trying new things out in the kitchen, I am never afraid to try something new although it occasionally does not end well. I enjoy watching many different kinds if sports including, Football, Golf, Tennis, Snooker to name a few. I love anything to do with space and find myself spending time taking in as much information about this as possible, deep space is by far my favourite. I am an avid movie watcher as well and find films from the 80s to be among my favourites.

**References**

Available on request