



Work Experience

MANAGER

Watling Tyres (Margate) | October 2017 - Present

All of the below whilst at Watling Tyres, including: Processing of job sheets onto various online systems | Organise bookings and appointments using an online calendar system | Ensure all email queries from customers are responded to in a timely manner | Managing staff timesheets | Wage completion and submission | Banking cash & cheques from sales | Ensuring depot runs at a profit | Overheads control | Keeping health & safety records up to date | Keeping risk assessments & method statements up to date | Recruitment | Organisation of staff training | Supervising & appraising staff | Preparing promotional materials & displays | Liaising with head office | Team motivation to increase sales | Maintain awareness of market trends | Monitor competitors | Provide reports to senior executives | Ensure all paperwork is up to date |

ASSISTANT MANAGER

Watling Tyres (Canterbury) | September 2012 - October 2017

Over the phone & walk in quotes | Dealing with customer complaints | Resolving any staff disputes and problems | Organising breakdown recoveries and repairs | Stock controlling | Health & safety checks | Received regular first aid training |

WORKSHOP & MOBILE TECHNICIAN (+ 24HRS CALL OUT SERVICE)

Watling Tyres (Sittingbourne) | November 2007 - September 2012

Car tyre fitting & repairs | Assisting in mechanical repairs & M.O.T's | General workshop maintenance & cleanliness | Dealing with customer enquiries | Lorry, industrial and agricultural tyre fitting & repairs | Roadside & on-site breakdowns | 24hr mobile technician service | Van maintenance |

ADMINISTRATOR

Aecom Building Surveyors | July 2011 - 1 month contract placement

Daily administration including answering calls and inputting data. Acquired order numbers from customers for work that had been carried out.

BAR ASSISTANT

The Red Lion (Sittingbourne) | May 2009 - September 2009

General duties every Friday and Saturday including: glass collecting and washing, stock replenishment and general upkeep.

CUSTOMER SERVICES ASSISTANT

Tribeca Technology LTD | April 2009 - Work experience week

Travelled for home visit IT call outs | Call centre duties | Professional and resilient telephone manner | Followed procedure & policies | Time management for strict shift rota amongst other CSA's | Dealt with complaints appropriately |



Education

CANTERBURY COLLEGE:

2008 - 2010

3 A levels equivalent in total (x3 A's):

National Certificate for IT Practitioners BTEC

BORDEN GRAMMAR SCHOOL:

2003 - 2008

10 GCSE's in total including Mathematics, English and Science, grades A-C.

Other GCSE's include I.T (B), History (B), French (C) and Geography (C).

References

MR. ROSS LAKER

Depot Manager

Watling Tyres (Canterbury)

01227 464328

MR. IAN QUINN

Assistant Manager

Watling Tyres (Sittingbourne)

01795 472354