

KIERAN HALLIGAN

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PROFESSIONAL PROFILE

Customer-focused and results-driven Aftersales Manager with extensive experience in customer service management, team leadership, and operational excellence within the automotive industry. Adept at developing customer-centric strategies, enhancing satisfaction scores, and implementing service improvements. A strategic thinker with a strong track record of delivering high customer retention, process optimisation, and achieving key performance indicators.

KEY SKILLS

- Customer Experience Enhancement
- Team Leadership & Development
- Customer Relationship Management
- Service Process Optimisation
- Performance & KPI Management
- Health & Safety Compliance
- Upselling & Revenue Growth
- Conflict Resolution & Problem-Solving
- Effective Communication & Negotiation
- Administration & Organisational Skills
- Python
- HTML
- CSS
- Trello

PROFESSIONAL EXPERIENCE

Training Python and HTML and JavaScripts | Code Nations

January 2025 - May 2025

1. Web Development:

- Gained foundational knowledge in HTML and CSS by designing and developing a personal website.
- Integrated JavaScript to enhance interactivity and functionality.

2. Python Programming:

- Learned Python and developed a fully functional text-based adventure game, showcasing object-oriented programming, branching logic, and inventory management.

3. Version Control & Collaboration:

- Proficient in using Git and GitHub for version control and collaborative development.
- GitHub Portfolio: github.com/Kiza1990

4. Project Management:

- Experienced in using Trello to manage tasks and workflows effectively in both solo and collaborative projects.

5. Problem Solving:

Regularly complete coding challenges on Codewars at 7 and 8 Kyu levels to strengthen algorithmic thinking and coding efficiency.

Aftersales Manager | Evans Halshaw Ford Northwich

June 2021 - October 2024

- Lead and manage a team of 11, ensuring productivity, efficiency, and exceptional customer service standards.
- Developed and implemented customer service initiatives that improved customer satisfaction (Ford NPS) from 63.2 in 2021 to 70.32 in 2024.
- Increased customer retention through personalised service strategies, follow-ups, and enhanced communication touchpoints.
- Successfully increased gross labour profit from £480K in 2021 to £608K in 2023, with projections of £611K in 2024 (28% overall increase).
- Introduced 24- and 48-hour follow-up calls, leading to improved customer engagement and issue resolution.
- Implemented training programs to enhance customer service skills across the team, ensuring high levels of professionalism and service consistency.
- Ensure compliance with COSHH and Health & Safety regulations, maintaining a safe and efficient working environment.
- Oversee site maintenance and contractor management, ensuring adherence to safety guidelines.

Senior Service Advisor | Evans Halshaw Ford Old Trafford

March 2019 – May 2021

- Supervised a service front desk team of seven, ensuring exceptional customer service delivery.
- Developed and maintained strong customer relationships, resulting in increased repeat business and referrals.
- Assisted the Aftersales Manager with audits, workload management, and service planning.
- Implemented feedback systems to capture customer insights, leading to improved service processes.

Service Advisor | Lookers Manchester

April 2015 - February 2019

- Managed customer bookings and service appointments, ensuring smooth department operations.
- Resolved customer inquiries, concerns, and complaints with a proactive and solutions-oriented approach.
- Promoted upselling of vehicle health checks and additional services to enhance customer value.
- Ensured seamless communication between customers and service technicians to maintain high satisfaction levels.

Service Advisor | Evans Halshaw Ford Old Trafford

January 2011 – March 2015

- Provided high-quality customer service, ensuring client satisfaction and loyalty.
- Assisted with daily administrative tasks to ensure smooth department operations.
- Developed service recommendations tailored to customer needs, increasing customer trust and long-term engagement.

Sales Advisor | Arnold Clark Altrincham

September 2009 – December 2010

- Advised customers on vehicle options, ensuring their needs were met with the best solutions.
- Delivered outstanding customer service, fostering positive relationships and repeat business.

Customer Advisor | JJB Sports Altrincham

October 2007 – August 2009

- Managed customer interactions, ensuring a positive and engaging shopping experience.

EDUCATION

Trafford College | Altrincham

September 2006 - August 2009

- Studied Media in TV and Film, gaining experience with editing and graphic design software.
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Blessed Thomas Holford | Altrincham

September 2001 - July 2006

- 9 GCSEs including German, Business Technology, and Geography.

QUALIFICATIONS AND CERTIFICATES

- First Aid Training Qualification (Renewed September 2024)
- Fire Marshal Trained
- Health & Safety Management Certification
- Ford Accredited Manager
- Skoda Accredited Service Advisor
- Customer Service Excellence Training
- Distinction in Web development and Python

INTERESTS

- Family & Football
- Learning & Professional Development
- Customer Service & Experience Innovations
- Graphic Design & Digital Creativity
- Running Discord Communities