



DAVID SNAPE

Dumfries, Scotland

Sales / Customer Services

CONTACT

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PERSONAL PROFILE

Experienced Customer Service and Sales Executive / Manager/ Director with a demonstrated history of working in the Recruitment and Retail Sectors. Skilled in Engaging with a wide range of customers, both face to face and on the telephone, delivering outstanding customer service by successfully responding to questions and queries, showing passion and dedication along the way, and identifying suitable products and making recommendations to suit customers' requirements.

WORK HISTORY

Arnold Clark Carlisle Ford **June 2019 - Present (3 months)** **Carlisle**

- Approaching walk-in customers on the pitch and building a rapport with them to help them decide what car they want/need.
- Generating leads and appointments from historic customer records
- Performing part exchange appraisals and managing customer expectations on the results.
- Upselling additional products including Service package, additional warranty, Arnold Clark protect, and vehicle shortfall insurance
- Confident in advising customers on which type of finance will suit their needs. This is done within the guidelines issued by the FCA.
- Preparing videos requested by the customers on specific cars.
- Liaising with the service department, valet department, admin, and accounts in relation to my deals and to ensure smooth delivery to my customers.

Recruit Chimp Limited - Sales Director **August 2018 - April 2019 (9 months)** **Eastbourne, East Sussex**

- Contacting relevant candidates matching to specifications utilising several job boards (Jobsite, JobServe, CV Library, Reed, LinkedIn)

- Generating job adverts via Broadbean for candidate attraction as well as utilising professional networking sites such as LinkedIn to generate traffic. Monitoring advertisements and reinvigorating adverts that have lapsed
- Ensuring that the database is up to date and removing old or irrelevant candidate data and information
- Reviewing candidate applications and assessing if they're qualified for the specified role
- Preparing CV's for clients to review, adding a cover note describing relevant skills, availability etc.
- Building relationships with clients, booking in interviews and chasing for feedback etc.
- Making placements and negotiating salaries and recruitment fees.
- Using outlook word and excel on an everyday basis

**Protek Placements Limited – Sales Manager
January 2016 - August 2018 (2 years 8 months)
Eastbourne, East Sussex**

Managing & overseeing the activity of the permanent recruitment team.

- Responsible for developing business through day-to-day sales activity, as well as developing close working relationships with new & existing clients across the UK
- Chairing daily/weekly team meetings; reviewing status of candidates & clients alike, pursuing updates on active roles, monitoring interview processes and managing new & existing client requirements effectively
- Training, mentoring and motivating the team on a daily basis
- Developing new business opportunities through leads & direct sales

- Coordinating the team to resource the roles within the agreed timeframe
- In addition to managerial duties I have continued to recruit & successfully bill to contribute to the overall success of the permanent team

Axis Recruitment UK Limited - Contracts Manager
August 2013 - July 2016 (3 years)
Ashford, Kent

Managing Recruitment Consultant of niche Recruitment Business.

Responsible for the day to day running of the Business including business development, sourcing candidates through Job boards and social networking, posting adverts and Head Hunting. Constantly on a day to day basis delivering customer service from sales of recruitment services to individual work; coordinating, delivering and liaising between clients and candidates always ensuring a friendly but professional customer service is always maintained and delivered.

Preparation and planning were a key requirement on a daily basis. Full project life cycle - head-hunting, name gathering, candidate mapping, and detailed competitor analysis, generating leads and database management. Responsible for the Ltd Company accounts, corporation Tax and VAT.

The Morgan Partnership – Recruitment Consultant
April 2009 - August 2013 (4 years 5 months)
Orpington, Kent

Responsible for all internal and external attraction, advertising, recruitment and selection activity to ensure the right talent is recruited and retained

Use of different sources for recruitment i.e.; CV library, indeed, Zoek, LinkedIn, Facebook

Checks carried out in my role includes, right to work, DBS and professional checks

Requesting and Completing references

Follow up on documents from candidates to keep their files updated and compliant

Building a good working relationship with candidates.

Updating spread sheets, checklists, and data bases

Contacting candidates by phone or email

Cecil Gee – Hugo Boss – Customer Services Supervisor
January 2007 – March 2009 (2 years 2 months)
Bluewater, Kent

Managing tills and customer service on the Hugo Boss Concession in Cecil Gee.

Supervising my team of 3 staff. Training on till systems and customer service.

Cashing up at the end of the day.

Organising and preparing staff duty and break rotas.

Ordering stock.

Monthly Meetings with Head Office.

Spotting buyers' trends, by being vigilant on top 5 product sales.

Eisenegger Clothing – Customer Services Advisor
January 2006 – December 2007 (1 year 11 months)

Bluewater, Kent

Managing Tills on customer service desk

Assisting customers with purchases and order requests

Ensuring sales area kept clean and tidy