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| **Simon Steedman** | Birmingham, B37 6UN, UK ▪ 07595 948433  [simonsteedman@me.com](mailto:simonsteedman@me.com) |

**Service delivery coordinator**

*Accomplished and performance driven professional with extensive experience in delivering extraordinary customer service and developing positive image/reputation of company.*

Skilled in identifying improvement opportunities and ensuring corrective actions taken for improvement of overall performances against the targets to improve customer satisfaction. Adept at resolving customer complaints and queries relating to service levels performances and building strong relationships within the customer base and internal groups for day-to-day operations. Demonstrated abilities in overseeing customer specific service problems and prioritisation of work requests as well as monitoring end-to-end service delivery ensuring client specific objectives.

**Highlights of Expertise**

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| * Customer Service Excellence * Continuous Process Improvement * Productivity Optimization * Operational Excellence * Business Administration | * Strategy Development & Execution * Complex Problem Resolution * Staff Training & Development * Relationship Building * Effective Communication |

**Career Experience**

Arval Technical Centre, Birmingham

*Oversee and resolve complaints, aged debt, and dispute resolution enquiries for company’s breakdown and accident management providers to increase company’s efficiency and customer satisfaction.*

**ACCIDENT MANAGEMENT SUPPORT SPECIALIST** (June 2012 to July 2020)

Direct both internal and external customers regarding total Loss events and dispense total loss settlement figures. . Co-operate with associates by assisting in day-to-day operations that include SMR suppliers, glass, and tyres. Held accountable for sanctioning guaranteed maintenance tyre transactions. Contribute and assist in preliminary supplier proposal meetings, staff training, and department set-up. Enhance overall development of company and raise customer satisfaction level being the central point of contact.

* Optimise process efficiency by 40% that resulted in overall business expansion. Exceeded company’s productivity targets consistently that assisted in increased business revenue.
* Reduced supplier aged debt worth £250K through continuous process improvement.
* Acquired company’s confidence through achieving tasks prior to deadline.
* Dealt with challenging and composite workloads with minimal supervision delivering excellent results.
* Facilitated remote handover and training to role replacement, following company streamlining induced redundancy.

Leasedrive, Birmingham

*Managed various high profile corporate clients with contract hire, personal lease, and mini-lease fleets by organising and controlling vehicle fleet of service delivery department.*

**HELPDESK COORDINATOR** (June 2004 to March 2012)

Streamlined day-to-day operations effectively, such as dealing with quotations, orders, road fund licenses, insurance quotations, accident management, and rental provision. Collaborated with clients by aiding client with company car policy, pool fleet management, vehicle policy selections, and reporting as well as actively participated on client review meetings.

* Accomplished 100% order renewals processed within set targets by implementing effective strategies.
* Educated and encouraged team in completing daily task successfully to facilitate management.

Additional Experience

**INBOUND TECHNICAL CUSTOMER HELP DESK** ▪ Vodafone Central Services, Birmingham

**DIRECTORY ENQUIRY CALL HANDLER** ▪ British Telecom, Kingstanding DQCC, Kingstanding, Birmingham

**ALARM MONITORING AND ENGINEERING DISPATCH AGENT** ▪ Chubb Alarms Communications Centre, Birmingham, West Midlands

**TEC CLAIMS COORDINATOR** ▪ The Training & Business Group, Birmingham, West Midlands

**OFFICE ADMINISTRATOR** ▪ Practical Services (Southern) Ltd, Southampton, Hampshire

**SALES OFFICE AND PRODUCTION ADMINISTRATION** ▪ Jantec Printing, Southampton, Hampshire

**TRAINEE ESTATE AGENT** ▪ Lawson’s Estate Agents, Eastleigh, Hampshire

**Education & Credentials**

*Oakland's Community School, Southampton, Hampshire*

*Science Principles ‘O’ level, Grade A - English ‘O’ level, Grade A - Science Applications ‘O’ level, Grade B - Maths ‘O’ level, Grade C - Combined Science CSE, Grade 1 - Food & Nutrition CSE, Grade 1 - Technology CSE, Grade 2 - C-D-T- CSE, Grade 2*