Gail Deleon

B44 9SB

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Qualifications

Gcs English, Math’s, History, Domestic Science, Home economics

Management & Discipline,

Team Building, Job Costing, Electrical Appreciation, Firefighting Course, Office Safety

1983 – 1992

Route Planner & Scheduler of work

Interlink Express Couriers

MEB Ltd

1992 – 31 May 2006 Redundancy

I was a Manager of Call Centre where we ran a team of 70 Electricians / Sub Contractors raising & Scheduling the work on daily basis for them collating it and sending out all relevant paperwork to them.

Arranging the locations of jobs in the best possible area for the electricians

ThyssenKrupp Elevators

2007 to 2019 (Redundancy July 2019 )

Service Operation Manager on leaving

Scheduling and planning work for approx. 10 / 15 engineers to go out and do all PPM’s and look after breakdowns of lifts on daily basis

**Systems used**

**Navision - Briter -Sap & CRM Job Watch**

**Daily work as below**

**Speaking to customers & engineers to gain part info or pass breakdowns through**

**Quoting Jobs to send to customers from service and call outs getting part info and best price from suppliers**

**Booking planned work in on job watch and repair planners sending confirmation to customers with date of proposed work then making sure all parts for jobs are in for a timely manner**

**Invoicing daily for repairs / call out approx. £100k per month**

**Chasing for credit control as we had local customer knowledge**

**Raising orders to purchase parts also quoting to customers from service / call out’s**

**Sending out rams & risk assessments**

**Organise the out of hours Rota make sure the engineer knew he was on call and check every morning for any call outs carried out and check if follow up required**

**PDA’s for engineers**

**Sending all services and call outs to the appropriate engineers to keep them in the area to save on cost of fuel and time**

**Services approx. 800 per month covering the Midlands / Nottingham / Peterborough / Skegness / Stoke /Telford /Shrewsbury**

**Trackers on vans to use as and when required**

**Lone working for engineers safe App**

**Time sheets input and checking**

**Booking Holidays**

**Back to work interviews**

**Disciplinaries**