**Charlotte Garvin**

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**Professional Profile:**

Experienced team manager, professionally qualified in Project Management (PRINCE2 Practitioner) and Service Management (ITIL Practitioner); with a strong background in the Telecommunications industry and a Bachelors degree in Business Management. I consider myself to be highly professional and a natural leader with a logical, analytical mindset.

**Career Summary:**

**Service Delivery Manager**

Vaioni Group Ltd

May 2017 - Present

Key responsibilities:

* Being primarily responsible for the Delivery Department, heading up a team that consists of Order Delivery Executives, Order Delivery Managers and Customer Project Managers. Completing all line manager duties that relate to these team members (appraisals, one to ones, general workforce management). The department covers the end-to-end delivery of each of Vaioni’s products and projects of varying levels of complexity.
* Service Relationship Management - Supporting Senior Account Managers / Account Directors by conducting Service Reviews with key partners and customers, including the review of contracted and out of contract inventory, in-flight orders, support tickets against SLA and any related actions.
* Heading up complex customer projects with upto £3 million TCV, maintaining project documentation such as RAID logs and presenting project updates to high level stakeholders (both internal and external).
* Supplier Management - responsible for organising and heading up frequent supplier Service Reviews and ensuring the appropriate Service Improvement Plans are put in place and actions are followed up.
* Change Management - putting in place a number of process improvements / new processes; being able to work cross-functionally with internal departments and clearly communicate the reasons for change and expected results.
* Departmental Reporting - reporting to the Board of Directors on a monthly basis on departmental KPIs and successes.

Skills: Leadership, Management, Project Management, Service Management, Coaching, Delegation, Presenting

**Provisioning and Sales Support Manager**

Talk Internet Ltd

August 2015 – May 2017

Reason for leaving: Redundancy

Key responsibilities:

* Managing a team of order processing and sales support administrators ensuring the team meet KPIs on both quantity and quality. The teams’ work comprises of supporting Technical Account Managers by building quotes that can be based on various suppliers, processing any signed returned orders in both a timely and accurate manner and being a point of contact for customers for order updates.
* Working with suppliers and negotiating to ensure the company gets the best buy price and best service possible.
* Controlling workforce management for the department, e.g. authorising holidays, completing return to works and completing PDPs.
* Being primarily responsible for processes and procedures for the department and keeping these up to date.
* Control of stock and assets for the company (ordering of, keeping record of movements, shipments in and out etc.).
* Creating monthly reports on team KPIs, order delivery results against SLAs and sales revenue / GP figures and presenting them to the board of directors in a monthly meeting.
* Being the main escalation point for any provisioning / customer service issues.
* Responsible for revenue assurance.
* Maintaining compliance documentation for the company’s ISO accreditations such as non-conformances and preventative actions.

Skills: Leadership, Management, Organisation, Coaching, Report Writing, Delegation, Customer Care, Communication Skills

**Order Processing and Sales Support Team Leader**

Talk Internet Ltd

August 2013 - August 2015

Key responsibilities:

* Leading a team of order processors ensuring the team meet KPIs on both quantity and quality. As a Team Leader I led by example as I was still also responsible for my own workload. This comprised of building quotes from various suppliers, adding appropriate margins using in-house tools and then presenting them in a customer facing format ready for the Technical Account Managers to send over to customers for signature. Once signed orders were returned it would then be mine / the teams responsibility to place the order with the appropriate suppliers and follow the orders through to ensure on time delivery.
* Coaching and training team members.
* Escalating issues to suppliers and dealing with complaints from customers. Holding team meetings and taking part in management meetings.

Skills: Leadership, Management, Organisation, Coaching, Customer Care, Communication Skills

**Order Processing and Sales Administrator**

Talk Internet Ltd

August 2012 - August 2013

Key responsibilities:

* Processing Technical Account Managers’ orders both with suppliers and on internal systems ensuring a high level of accuracy.
* Building quotes for Technical Account Managers in a timely and accurate manner.
* Providing updates to clients and ensuring a high level of customer service is given at all times.
* Escalating order issues with suppliers.

Skills: Organisation, Customer Care, Communication Skills

**Case Manager**

United Utilities Water Plc

March 2011 - August 2012

Key responsibilities:

* Owning a problem issue from start to resolution
* Delegating appropriate tasks to engineers or other departments
* Being the customers single point of contact
* Usage recalculations

Skills: Communication Skills, Delegation, Customer Service, Microsoft Office Excel

**Sales and Retention Advisor**

BT Retail

September 2008 - July 2010

Key responsibilities:

* Taking inbound calls with the goal of selling telephone, broadband and television packages; upselling wherever possible
* Using persuasion skills to retain existing customers who were considering leaving
* Providing excellent customer service at all times

Skills: Negotiation, Persuasion, Sales Skills, Customer Service, Communication Skills, Working to Targets, Team Player

**Education:**

Liverpool John Moores University (2009-2012)

Business Management BA (Hons) 2:1

Priestley College (2006 to 2008)

3 A Levels Grade A - C: Sociology, Business Studies, Accounting

Great Sankey High School (2001 to 2006)

10 GCSEs Grade A\* - C

**Professional training**

PRINCE2 Practitioner - Certificate number: GR657011569CG

ITIL Practitioner - Certificate number: GR772004348CG

**Programme Proficiency**

Microsoft Project, Teams, Outlook, Word and Excel, Sage 50,

**Other Details**

Full clean driving license

**References are available on request**