



## MARK SOUSOU

### BUSINESS DEVELOPMENT MANAGER, NSW

Mark is a self-driven and motivated individual who consistently looks for ways to foster improvement. He recently joined the Slattery group as Motor Vehicle Manager in our Sydney office. Mark is an expert in his field, with more than 15 years experience in the motor industry. He is competent in areas including, but not limited to: sales, service, reconditioning, finance, valuation and wholesale sector. His previous employers were well recognised franchised dealerships – who are now are key purchasers at our vehicle auctions.

Mark's responsibilities vastly relies on the valuation of cars, trucks, machinery and general goods. His role involves setting up and processing the auctions, post auction duties, and providing accurate market reporting to our vendors.

Mark holds certificate of completion from Auctioneers and Valuers Association of Australia, and Kaplan Professional Education.

#### What makes good client service?

Having vast experience in the sales industry, I acknowledge that good client service is understanding the client's needs, wants and likes. Fulfilling these requirements can sometimes be difficult to achieve, however with tenacity and congruency, I believe anything is possible.

Having a positive attitude, product knowledge and clear communication skills, along with attentiveness can help make the process run smoother.

#### What is your favourite car, and why?

I have a huge passion for Australian built V8 Holden's. My favourite car has to be the Holden WB V8 Ute and panel vans. It is my hobby to obtain an old wreck and restore these vehicles to good working order. I have been doing this for a while now and it's becoming extremely hard to find any vehicle to play with!

#### What achievement are you most proud of?

The biggest achievement of my life is starting a family of my own and spending all of my free time with them.