**Stephen Powell**

**Willing to relocate for the right opportunity**

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I am experienced in Operations, Customer Service, Office, Branch and Fleet Management with a proven track record of success within B2B, B2C, retail & commercial market sectors.

I have strong leadership, strategic marketing & business development experience.

I am results orientated & profit-focused with business infrastructure planning skills with experience in budget and account management including SLA’s and KPI reviews.

My strong points are good communication skills, multi site / flagship management experience, confident and works well under pressure.

I have managed quality control systems in line with ISO standards.

My duties have been varied - from event management to finance, from PA duties to basic HR management. I am a multi-tasker with the ability to manage several projects at once.

**Key Skills & Achievements:**

* Ensured the delivery of all clearly defined functional business requirements
* Maintained successful accreditation to ISO 9000 2000
* Call centre management experience including IVR & ACD management systems
* Man-management experience incorporating, training, motivation and career development
* Meeting & event planning also diary management
* Excellent analytical, interpersonal and influencing skills
* Able to manage change by implementing new work culture and practices
* Responsible for all aspects of general, commercial and operational management
* Responsible for all aspects of profit & loss and strategic business management
* Leadership & motivation of a multi-functional team of staff
* Recruited, trained, led and motivated personnel with diverse skills
* Effectively operated management by objectives with target setting and appraisal
* Introduced effective management systems, which improved control and cut costs
* British Safety Council ‘General Safety’ Course **June2003**

**CAREER HISTORY:**

**July 2006 to July 2011**

**TRANSPORT OPERATIONS MANAGER: Direct Accident Management.**

* Reporting to Director. Overseeing and responsibility for the workflow associated with delivery & collecton, to ensure that each job is completed in a timely, efficient, profitable manner, which generally includes planning of the work, ordering materials, organising contractors and engineers, client liaison, quality control, health and safety, accounting (invoicing, stage payments etc), performance monitoring and updating on computerised systems.
* 30 staff
* Responable for the cost effective management & development of the transport and inbound calls department.
* Handled and solved complex customer complaints
* Provided superior service via phones, e-mails and faxes as a receiver and caller
* Managed all functions of the transport department, specifically traffic/driver control, fleet administration, data input/update and general administration
* Ensured that all Invoices processed accurately
* Process clients requirements in a timely and professional manner
* Managed the recruitment, training & development of all department employees
* Created & maintained Health & Safety policy & procedures
* Responable for the maintenance and general condition of the the company fleet

**Aug 2000 to July 2006**

**FLEET / OFFICE MANAGER: Destination Courier Services Ltd.**

* Managed the logistics function in terms of inventory control, warehouse management, material handling and distribution
* Organised the Call Centre resources to achieve and exceed KPI targets
* liaised with supervisors, team leaders, operatives and third parties to gather information and resolve issues
* Managed and directed all aspects of incoming call center operations
* Implemented and reviewed call center policies and procedures
* Processed calls from customers and clients, e.g. queries, requests, orders and complaints
* Duties include the management of riders and drivers for efficient delivery of goods
* Vehicle management and utilisation and maintain effective daily administration
* Ensured the company's fleet maintanance procedures are upheld together with any legislative and or administrational duties
* Team coaching & development of 100+ staff
* Set up and maintain a structured filing system
* Facilities & building management and task delegation to other members of staff
* Information management, data storage, taking back -ups and retrieval systems
* The management of all maintenance contracts
* Maintain Health & Safety policy & procedures
* Managed the budgetary control of the office and its running costs
* Maintained all purchase orders, requisitions and materials lists for the office
* Maintained training records, liaison and negotiation with local staff agencies
* Management of staff or temporary staff

**Aug 1999 to Aug 2000**

**FLEET CONTROLLER: Cellhire PLC**

* Duties were to control fleet stock of mobile phones for rental to large organisations
* Effective monitoring of stock, stock utilisation and liaising with couriers for deliveries
* Delivered effective customer service & customer support performance
* Successfully developed strong relationships with key customer accounts
* Responsible for all aspects of the planning and delivery of stock to customer

**In my 9 years with Europcar, I was promoted several times. I moved around the country managing various branches and faced many different challenges. I have proven experience in running and managing the performance of my own branch(s).**

**Jun 1999 to Aug 1999**

**UK DE-FLEET MANAGER: Europcar UK Ltd.**

* Duties included recruitment and supervision of a team of three vehicle inspectors
* To hit monthly de-fleet targets in accordance with senior managements instructions
* Liaise with vehicle manufactures for the return of vehicles after rental period expired
* Dealing with any billing issues resulting in the termination of vehicle rental period
* To liaise with body shops to minimise costs for vehicle rectification
* Management of vehicle movement and storage on a large scale
* Administration of computerised asset management systems

**Feb 1997 to Jun 1999**

**VEHICLE INSPECTOR: Europcar UK Ltd.**

* Appointed to take on the role of Vehicle Inspector travelling to various sites in the UK
* Liaised with outside contractors on work carried out on vehicles before being sold
* Audits to ensure business risks are mitigated and internal controls are effective

**Sept 1994 to Feb 1997**

**Fleet & Facilities / Customer Services Manager: Europcar UK Ltd.**

* Managing staff at the flagship location in charge 122 staff including the inbound call centre
* Scheduling timetables
* Liasing with body shops and main dealers for servicing and repairs to vehicles.
* Building maintenance & security
* Completion of health and safety audits
* Team coaching and development
* Achieved and exceeded projected revenue, contribution and other budgeted targets ensuring particular focus on developing retail business
* Worked within agreed budgets for headcount, personnel costs and productivity
* Monitored and planned the necessary cover through the planning of shifts with holidays and sickness.
* Management and performance of subcontractors and/or directly employed support services staff

**EARLY CAREER INCLUDES:**

* Customer Services Manager - **Europcar UK Ltd.**
* Manager Designate - **Europcar UK Ltd.**
* Supervisor - **Europcar UK Ltd.**
* Customer Service Representative - **Europcar UK Ltd.** **Sept 1991**
* Car Salesman - **Brown & White Car Sales – June 1989 – Sept 1991**
* Office Manager - **P.J. Newman Services**
* Office Junior - **P.J. Newman Services -** **October 1980 – June 1989**

**COMPUTER SKILLS:**

* Windows 98, 2000, ME, Microsoft Excel, Microsoft Word, Office 2000, Access, Extensive IT knowledge

**EDUCATION, TRAINING & QUALIFICATIONS:**

* Qualification in Maths, English, Social Studies, Metal Work, R.E
* Automatic bus licence and full, clean car licence
* British Safety Council’s Health and Safety at work certificate.

**PERSONAL DETAILS:**

* In excellent health & fitness
* Excellent references available upon request