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| **Curriculum Vitae of Hendik Bessenger** |



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| **Personal Particulars** |

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| **Name & Surname** | Hendrik Bessenger |
| **Residential Area** | Port Elizabeth |
| **Nationality** | South African |
| **Identity Number** | 7804085110086 |
| **Languages** | English & Afrikaans |
| **Drivers’ License** | Code 08 and International Driver’s License |
| **Own Transport** | Own |
| **Health** | Excellent |
| **Contact Details** | + 27 722370381 / +27 413792280 |
| **Email Address** | [hbessenger@autopedigree.co.za](mailto:hbessenger@autopedigree.co.za) / [bernicebessenger@gmail.com](mailto:bernicebessenger@gmail.com) |
| **Availability** | 1 Month |

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| **Secondary Education** |

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| **School** | Grens High School |
| **Highest Grade Passed** | Grade 12 |
| **Year** | 1996 |

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| **Courses** |

* Business Compliance Holding (Pty) Ltd – Occupational Health and Safety Representatives Course – March 2018
* Leadership Management International Inc (Waco, Texas USA) – Effective Personal Productivity Course – April 2016
* MIE Background Screening – The SmartScreen Application and Biometric Integration Workshop – November 2015
* Certificate 2014 Awarded to H. Bessenger for Attendance and Participation at the Auto Pedigree Management Conference – engage – October 2014
* Ignite – Management Development Programme – August 2013
* Smart Talk / Optima – Smart Talk Mastering Conversation Workshop – August 2013
* Certificate of Training – This certify that H. Bessenger has successfully completed the 2014 Auto Pedigree “Formula One” Sales Training Programme for the purpose of accelerating personal sales skills and behavior in the Automotive Industry and Beyond

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| **Computer Literacy** |

* Microsoft Word, Excel
* Internet/ Intranet
* Automate
* Seriti
* CMS (Customer Management System)
* HPI
* Mie

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| **Career Summary** |

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| **Company** | **Positions Held / Duration** |
| Auto Pedigree South Africa | 1. Sales Representative (2002 – 2006) 2. Branch Operations Manager (2006 – 2015) 3. Regional Operational Manager (2015 – Present) |

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| **Career to Date** |

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| **Organization** | Auto Pedigree South Africa |
| **Positions Held** | 1. Motor Vehicle Sales Representative (2002 – 2006) 2. Branch Operations Manager (2006 – 2015) 3. Regional Operational Manager (2015 – Present) |
| **Period** | 2002-2006 Motorland Subaru (Salesman)  2006-2008 Tata Mthata (General Manager)  2008- Current Auto pedigree |
| **Duties as Sales Representative:**  Key Areas of Responsibility Included:   * Daily, weekly and monthly management of sales * Developing the business to reach set sales targets for the month * Driving specific strategies to retain and grow existing customer base * Managing customer expectations to ensure effective delivery of service * Total commitment to achieve sales targets and growth by venturing and creating opportunities using own skills * Identifying and venturing into new revenue streams * Ensuring customer escalation is managed and feedback is provided * Negotiating the terms of an agreement and closing sales   Knowledge / Skills / Competencies:   * Customer and Sales management * Understanding of the compliance governing the retail industry * Interpersonal: Excellent communication, negotiation and influencing skills * A strong understanding of industry and market trends and customer behavior * Self-motivated, priority-setting and time management * Ability to deal with diverse customers and cater for their unique needs   **Duties as Branch Operations Manager:**  Key Areas of Responsibility Included:   * Ensuring that the Branch maximizes gross profit and ensures unit sales, Rand sales and 2nd gross targets are met * Working closely with the F&I Manager to ensure that all financial and insurance requirements are adhered to * Stock and Asset Management – ensuring that stock and cash is managed accordingly * Communicating all procedural requirements to Branch personnel and ensuring implementation thereof * Ensuring that required reports are forwarded timeously * Meeting with all staff at least once a month to discuss the following:   + Month End Results   + Local Marketing Activities   + Business opportunities   + Weaknesses and ways to counter them * Ensuring that all F&I administrative functions and compliance are efficiently carried out by Branch personnel * Ensuring that all Branch staff are trained on internal courses as well as on the job training to maximize efficiency and productivity * Carrying out performance appraisals as required   Knowledge / Skills / Competencies:   * Customer and Sales Management * Manage branches Compliance and ensure it is up to standard at all times * Understanding of the compliance governing the retail industry would be an advantage * Sound knowledge of business and accounting principles * Ability to effectively communicate goals, objectives, problems and solutions to staff and a management * Ability to provide counselling, coaching, mentorship and support to ensure harmonious work environment * Excellent sales and marketing skills * Stock balance, asset and ledger reports * Help develop opportunities for professional collaboration, team building, consensus building and conflict resolution * Team Management Skills:   + Supervisory   + Conflict   + Motivation and Time Management Skills   **Duties as Regional Operations Manager:**  Key Areas of Responsibility Included:   * Ensure financial results are achieved and exceeded by the Branches in the Region in line with agreed budgets and targets, including the increase of sales and profit, monitoring control of expenses, currently overseeing 12 Branches in 5 Provinces * Monitor effective asset management and implement good governance for all branches * Management of related administrative functions * Responsible for assessing and implementing local marketing programs and measuring their efficiency * Assessment of staff training and development needs and implementation of programs to address such * Required to conduct regular branch visits and ensure effective management of Sales, Marketing and related administration * Ensure customer complaints are dealt with in a timely manner * Communicate of business policies, procedures and strategies and ensuring adherence thereof by Branch Managers and their teams * To achieve, maintain and increase the profit for the region * To ensure that sales and expense targets are defined, communicated and adhered to * To ensure that Branch Managers and Financial & Insurance Managers work efficiently and effectively together to grow the regional sales * To ensure that all Branch Managers in their Region are adequately supported with training requirements, resources and administration support * To provide leadership and support to Branches through constant mentoring, planning and where necessary, direct interventions * Managing staff count of over 95 Employees * Vehicle purchasing for all branches if needed * Manage aged stock   Knowledge / Skills / Competencies:   * Sound knowledge of business and accounting principles * Ability to communicate goals, objectives, problems and solutions effectively * Ability to provide counselling, mentoring and support to ensure harmonious work Environment * Identifies and proposes solutions to problems (problem-solving) * Time Management, Productivity Monitoring and Planning * Team Management Skills:   + Supervisory   + Conflict Management   + Time Management and Motivation * Computer Literate with Excel and Automate * Ability to comprehend stock balance, asset and ledger reports * Help develop opportunities for professional collaboration, team building, consensus building and conflict resolution * Identification and implementation of suitable staff training and development programs   Innovation and continuous improvement: Explores ways to improve service and introduce new work procedures that save time, effort and money. | |
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**REFERENCES:**

Mr Corne Venter

CEO

Auto Pedigree

Mr Stefanus Klynhans

Managing Director

Auto Pedigree