

Christopher Linney

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Summary

A passionate & dedicated Customer Care Manager with over 14 years experience within customer service & the automotive industry. Successful in the implementation of innovative strategies to improve quality of customer service, sales, productivity, profitability & KPI figures. Highly effective communicator with career-spanning skill in building and maintaining employee morale while maximizing efficiency. Creative problem solver with proven record of delivering solutions under pressure.

Key Qualifications

I have experience at management level in small & volume vehicle dealerships & retail establishments (B2B & B2C). With over a decade's experience in the management of teams & departments, I have proved to possess the desire, hunger, drive & determination to succeed.

Work Experience

Customer Care Manager
Essex Auto Group Ltd

Sep 2016 - Present

- Oversee the smooth & efficient operational running of the service reception and customer care services of the dealership.
- Lead & coordinate the customer care team to deliver the highest levels of customer care & efficiency.
- Work alongside the Service Manager to ensure the department meets & exceeds budget forecasts & projections.
- Assume the role of Service Manager in his absence and take charge of the department.
- Own the de-escalation of most serious customer complaints and ensure the satisfactory resolution to the customers & manufacturers standards.
- Increase customer loyalty & retention levels by ensuring the highest levels of customer satisfaction from team members at all times.
- Generate daily, weekly & monthly reports utilising manufacturer reporting tools and reviewing customer survey responses.

Store Manager
J&S Motorcycles

Feb 2011 - Jul 2016

- Responsible for the daily managing of staff and the assigning of duties. Managing and motivating staff to increase sales and ensure store efficiency.
- Supporting area managers in the set-up & opening of new stores.
- Developing, researching and implementing marketing strategies.
- Maintaining awareness of market trends and monitoring local trends.
- Manage budgets set by Retail Area Managers.
- Manage and address shrinkage and stock loss.

Assistant General Manager
Moto Tweaks Ltd

Jan 2006 - Dec 2010

- Directed & coordinated 4 departments within the dealership.
- Assisted in the finalisation of monthly, quarterly & annual department budgets.
- Conducted quarterly quality reviews for the entire facility.
- Developed, reviewed and implemented business strategic planning, including sales & financial performance.

Education

9 GCSE's Grade B - C
The John Bramston School, Witham

1997 - 2002

- Business Studies, IT, English, English Literature, Maths, Science, Art, History, Physical Education.

Interests

An unrivalled passion for cars since I was a little boy, which still burns just as strong today. A family man at heart, I love spending time at home with my family at weekends, day trips & adventures alike.

References

Available upon request.