

Curriculum Vitae

Name: Mr Sam Ferry.

Address: 17 Lampard Terrace, Wilton, Salisbury, Wiltshire, SP2 0LB.

Telephone Number: 07379421777.

Email Address: sammyferry1701@gmail.com

Full Driving Licence and HGV Class 2.

Profile

I am a hard worker, always achieving high levels of performance in my job. I plan and organise my work load in an efficient manner and have good attention to detail. I am a very quick learner and am conscientious. I also like to be very proactive within whatever role I undertake.

I work well as part of a team, but can also undertake and manage jobs on my own. I have gained high communication and sales skills within my previous roles. I like to think the roles in Service and as a manager in a high pressured production site have given a good amount of experience in planning and performance in a variety of work placements.

Employment

Wallgate Limited

Inventory and Supply Chain Manager – December 2024 – Present

- Control and monitor all the stock ordered for a variety of departments within the organisation, ranging from solid surface to electrical design and technology
- Organise freight movements both through every day transport, major movements into secure sites such as prisons etc and control warehousing of freight and stock
- Manage six members of staff within different departments. Such as the stores, production, site management and packing.
- Communicate with suppliers to procure stock as acceptable levels in regards to levels of stock needed against pricing.

- Carry out multiple stock checks and maintain stock levels whilst running MRP on Factory Master
- Controlling site Management, with high levels of stock being produced and vested on site, I am responsible for all stock whilst being kept on site and the clear labelling and condition when following HMP guidelines.
- Preparation of orders for daily and monthly despatching.
- Planning and preparation for future projects
- Management of health and safety PPE stock levels for all staff on site.
- Preparation of daily work book for all of production / despatch / stores to follow, to ensure all orders are sent out as per customers instructions/demands

Hendy Motor Group – Renault, Hyundai, Toyota, Nissan & Dacia

Service Advisor: October 2022 to November 2024

- Checking in and out customers, making sure all personal details are correct and all health and safety / insurance rules are understood whilst on site
- Organising customer job cards and parts for individual visits. Pre-calling customers before arrival.
- Ensuring all paperwork is accurate for retail, commercial and warranty customer. Job card and customer personal details to be entered onto system ready for vehicle health check to be sent.
- Interacting with customers to manage the financial needs when paying for their vehicles e.g payment assist and Lease companies
- Helping with technical enquiries relating to all aspect of customer vehicle (internal features and mechanical)
- Hitting Aftersales targets with regards to service plans, parts and extra work which needs attention on customers car
- Maintaining dealer standards in the showroom and paperwork requirements
- Communicating with customers on a daily basis for all aspects of work undertaken

- Ordering of parts for selected repairs
- Understanding all aspects of warranty work including claims, T&C's and financials
- Upselling products whilst the car is in for a service eg service plans & fuel purges etc
- Selling, updating and processing service plans for customers both commercial and retail
- Working with external companies such as lease companies and Motability.
- Motability accredited
- Forming relationships with customers and colleagues to make the service experience as seamless as possible
- Experience of different brands standards such as Nissan, Renault, Kia, Skoda, Dacia, Hyundai and Toyota

Boswell Bros

Tipper Driver: February 2022 to September 2022 (Left due to redundancy)

- Driving of 26 tonne Tipper lorry collecting from quarries and delivering to specified locations from customers
- Maintenance of Lorry and running gear
- Completing all DVSA checks on vehicles prior to use
- Following the Standard Drivers Hours during the day and following the tachograph regulations.

Wallgate Ltd

Sales Co-ordinator: September 2021 – February 2022

- Deal with incoming enquiries via email and telephone
- Processing orders/manage the website orders

- Direct control of new and pre-existing service contracts
- Create and supply quotations for commercial customers
- Manage customer accounts
- Manage bookings for the service engineers
- Organise paperwork for exports
- Recognise compliance in the Secure environments ie prisons, hospitals and schools.

Hopback Brewery

Drayman: October 2016 – August 2021

- Completing the DVSA checks on all vehicles prior to use on a daily basis.
- Following the Standard Drivers Hours during the day and following the tacograph regulations.
- Planning the daily routing and organise the correct paperwork for the day's work.
- Manually unloading the vehicle and delivering the stock to the customers premises.
- Collecting cash payments from customers and providing invoices.

Horizon Honda

Sales Executive: November 2014 – October 2016.

- Preparation of all vehicles awaiting viewing by potential customers.
- Dealing with enquires from customers.

- Booking appointments with customers.
- Preparing quotes and following them up.
- Credit checking potential customers.
- Dealing with the pricing of any part exchange and closing the sale.
- Prospecting for potential customers from databases.
- Preparing FSA legal documentation.
- Meeting physical unit sale and financial targets every month.

Foray Motor Group

Sales Executive: June 2014 – October 2014 (Closing down of premises forced employment move).

- Preparation of all vehicles awaiting viewing by potential customers.
- Dealing with enquires from customers.
- Booking appointments with customers.
- Preparing quotes and following them up.
- Credit checking potential customers.
- Dealing with the pricing of any part exchange and closing the sale.
- Prospecting for potential customers from databases.
- Preparing FSA legal documentation.
- Meeting physical unit sale and financial targets every month.

Docombe

Pallet Network Manager: June 2011- May 2014

- Dealing with incoming enquiries via email/telephone from transport companies through the network and customers.
- Prospecting for potential customers from databases.

- Contacting new contacts and arranging meetings with them to inform them of new tariffs, etc to bring sale opportunities to the company.
- Managing the lorries to ensure that all pallet network freight had been delivered and collected on a daily basis.
- Making sure all timed elements or special conditions were met.
- Ensuring that all manifests were correct and freight was labelled to make it to its final destination.
- Monitoring the freight to ensure that the freight was measured and priced correctly to maximise profit for the company and not to incur any extra costs.
- Tracking pallets everyday through the Pallet Network.

Lorry Driver: January 2005 – May 2011

- Loading and unloading the lorries.
- Driving the lorries on a daily / weekly basis, both in the UK and across mainland Europe.
- Ensuring all the paperwork was correct for the DVSA in the UK, but also for the border control in Europe.

Royal Bank of Scotland

Service Quality Manager: December 2003- January 2005 (Restructuring of branches forced employment move).

- Dealing with enquiries from customers and following them up.
- Preparing branch documentation to give customers the information they required.
- Resolving any complaints or concerns customers had whilst in the branch.
- Prospecting for potential customers from internal databases.
- Meeting customer service and customer satisfaction targets every month.
- Assisting with Staff training – this was to ensure that we were providing the best service possible to all customers and to make sure their transactions were dealt with efficiently and correctly.

Sarum Wholesale

Goods In Controller: January 2001 - December 2003

- Receiving all the goods coming into the warehouse and arranging properly ready for the use of the picking staff.

- Providing accurate stock taking information and assisting the buyer when measuring the amount of stock to buy.
- Driving of the forklift to unload.
- Making sure that all stock was rotated in date order, so the customers received correctly dated products and the stock was not wasted.

Colourcare September

Goods In/Technical Printer: August 1997 - December 2000

- Using chemicals to print paper photos on an industrial scale.
- Operating technical printing machine to print large amounts of film and transfer in the dark room for developing.
- Take in goods ready for the laboratory to use and rotate stock when needed.
- Driving the forklift.

Achievements

- Continental driving experience.
- Winner of RBS Service award for Excellence 2004.
- Best Pallet network Winner 2013 – Palletline.

Qualifications and Training

- Sales Master degree at Henry Ford College, Loughborough.
- Motability Accredited.
- CPC driving qualification which I hold a card for.
- Internal Mitsubishi Insurance selling qualification.

Education

The Burgate School: 1992 - 1997

English – C

Maths – C

Science – C

Graphics - D

IT – B

French – D

Geography - B

References

Dan Underhill – Operations Director at Doccombe

1 Batten Road, Downton, SP5 3HU

Telephone Number: 01725 514655

Jamie Boswell

Ford Lane, Ford Salisbury

Telephone Number: 01722 333781