

STEVEN COE

15 Maynard Close
Bradwell Village
Milton Keynes
Bucks, MK13 9HS

Day Tel: 07917 713049
Evening: 01908 313137

Email: dubnut1@hotmail.co.uk



PERSONAL:

Date of Birth: 27th June 1976
Nationality: British
Driving Licence: Full UK

Age: 45
Status: Single



PROFILE:

Keen, hard-working, punctual person who has the ability to work as an individual using fast decision-making abilities, and also as part of a team with good communication and customer service skills. I strive to complete all of my duties to the highest standard and on time. I cope well in high pressure situations and can maintain a calm attitude when dealing with difficult customers or working under pressure. I am flexible and enjoy working in varied/changeable conditions where each day can present new challenges.



KEY SKILLS:

- Work well within a team and also as an individual
- Confident customer service skills and telephone manner.
- Ability to pick up new procedures and systems quickly and accurately.
- Excellent efficiency, organisation and prioritisation skills.
- Good communication skills between work colleagues and customers.
- Computer literate and knowledge of Microsoft packages.



EXPERIENCE:

Milton Keynes Hyundai
(Delgarth Motor Group)
Customer Collection Driver

February 2015 - Date

- Arranging and carrying out customer lift service.
- Collection and delivery of customer cars.
- Ground and site maintenance.
- Customer Service when required.
- Postal duties and banking.
- Valeting.
- Assisting in workshop when required.

AUDI UK
(Bedford Vindis and Milton Keynes Jardine Motor Group)
Customer Collection Driver

March 2005 – February 2015

- Arranging and carrying out customer lift service.
- Collection and delivery of customer cars.

Service/Parts Advisor

- Included day-to-day running of a busy parts department.
- Duties consisted of booking in all parts delivered in the morning and contacting customers when their parts arrive.
- Customer Service was largely involved when rectifying customer queries and complaints.

Head Valet

- People management based.
- Running a team of 6 people & making sure everyone met the 5pm deadline.

ALADDINS FURNITURE TAKEAWAY ***Furniture Sales & Assistant Manager***

June 2001 – March 2005

- Completion of kitchen sales & final transactions
- Planning schedule for all home deliveries
- Standing in for general manager as and when required
- Overseeing a retail team.
- Taking orders over the phone.
- Dealing with customer complaints.
- Responsible for opening & closing the retail outlet.
- Fork lift work, driving delivery van.



QUALIFICATIONS / TRAINING / ACHIEVEMENTS:

- 4 day First Aid training course
- Fork Lift licence
- Advanced driving course
- Customer Service training
- GCSE Mathematics, Science and Art
- General understanding of Microsoft packages such as Outlook and Word



INTERESTS:

Attending motorsport events. Interest in restoration of and maintenance of VW cars and my T4 Transporter camper van. Action sports photography. Outdoors and camping. Socialising, Music and Film.



REFERENCES

Professional:

Audi UK
Mr Phillip Gadsby
780 Stratford Road
Shirley , Solihull
Warwickshire
B90 4BO
07714 159811

Professional:

Aladdins Furniture
Mr Derek Prosser
100a High Street
Kempston
MK42 7AR
01234 843800
01234 843826

Personal:

Miss Charlotte Moore
15 Maynard Close
Bradwell Village
Milton Keynes
MK13 9HS
07766 138622

