Curriculum Vitae

Andrew Barr - 25.04.1990

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Kendal,

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Aftersales/Customer Service Manager – June 2017 - Present

* Head of Department
* Key problem solver
* Responsible for minimizing loss and reducing costs
* Design and implementation of new technical and operational processes
* Interdepartmental relationship management
* Skilled and confident negotiator in resolving issues and arranging terms
* Overseeing internal and outsourced logistics
* Delivering exceptional customer service always
* Fully aware of market trends both on and offline

Personal Summary –

I am an experienced and highly successful professional, with a wealth of knowledge in wide range of industries. Through my career, I have honed a series of skills including

- New business development, business retention, change management, project control, sales management, personnel, law and finance, high stakes negotiation, mediation, relationship building, verbal and written communication, time management, logical and methodical approach to high pressure situations.

Education/Qualifications:

Austin Friars St. Monica’s School (2001 – 2008)

4 x GCE A Levels, 11 x GCSEs: A\*-C

Current Education/CPD:

University of Central Lancashire

2015 - 2018

Undergraduate degree in Law

LLB (Hons. Full Time)

Noteworthy –

* Grade 8 Saxophone, Maths Scholarship, MENSA candidate.
* Senior Prefect; Music and Sport – Played 1st XV (Rugby), 1st XI (Cricket), Tennis and Golf
* Company Secretary for Young Enterprise – Regional Finalists
* Full, Clean Drivers License with own transport

Previous Employment:

**Account Manager – Silverdoor Citybase Group – April 2016 to June 2017**

* Team Leader/Trainer
* Strong relationship builder
* Key accounts, £5m annual revenue
* Implementation and control of projects
* Reconciliation of outstanding and overdue accounts
* New business development/business retention
* Skilled and confident negotiator
* International client portfolio, requiring regular travel for presentations, meetings, account reviews
* Representation of company at industry events, maintaining key relationships with clients and suppliers on a personal level.

**Key Account Manager – Simple Solutions – July 2015 to April 2016**

This role focused on managing the sales and support accounts of commercial customers purchasing telematics devices.

* Responsible for pursuing, negotiating, advising and managing expectations of a customers order, liaising with a multitude of different departments within the business to ensure that the product meets the requirements of the customer in a timely and accurate manner.
* Maintained accurate sales and communications record of every interaction with each account, as well as preparing quotes, letters and emails, and arranging and attending customer meetings, and conference calls, as well as operating in compliance with European Legislation and ISO regulations.

**Sales Executive (accredited) – Volkswagen – January 2013 to July 2015 (Aberdeen & Preston)**

My previous employment was working for Volkswagen in both Aberdeen and Preston as a Sales Executive. Within this position, I was in daily contact with both private customers and business clients whilst operating within a strong team under exceptional management.

* Delivery of exceptional customer service at all times
* In-depth product knowledge on product as well as understanding of the wider market
* Profit management and retention through strong negotiation
* Consistently exceeded targets across all areas
* Selected for internal trainee management program
* Youngest accredited Volkswagen Sales Executive in dealer group
* FCA & SAF accredited, legally competent to offer and sell consumer finance and insurance products.
* Modules 1 & 2 of Black Horse “Performance management, Coaching and Development Workshop” successfully completed

Further Experience

Manager, Dalton Rooms Bar and Grill (Lancaster)  
09/2010 - 08/2012

* License holder, DPS
* Responsible for all staff training
* Maintained P’n’L accounts/staff wages/accurate reporting to HMRC
* Oversaw entertainment projects, implemented new offerings, re-launched and re-branded a venue
* Responsible for revenue in excess of GBP 1.5m in hospitality environment

Warehouse Manager (Maternity Cover) – Eddie Stobart Ltd

*06/2008 – 12/2008*

* Responsible for shipping and logistics of goods sold via “Promotions department”
* Order Handling/processing
* Maintaining stock levels across a portfolio of 1000+ products
* Oversaw entertainment projects, implemented new offerings, re-launched and re-

Catering assistant, Brampton Golf Club  
04/2004 – 05/2007

* Responsible for ensuring customer service to all members
* Waiting on/bar staff
* Kitchen Porter
* Occasional work in the Professionals shop.

Full character and professional references available on request.