

Jamie Langley

Shrewsbury SY4 5SP

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Work Experience

Account Manager

Magnetic Pump Drive Company - Shrewsbury

May 2021 to Present

- Processing orders and invoices so that customer orders are delivered, invoiced, and paid accurately and on time
- Managing Various Accounts and Answering customer enquiries on product availability, prices, any additional upsell, delivery times and status of order to ensure all enquiries are dealt with promptly and accurately
- Communicating accurately and regularly the stock availability, ensuring inventory records are up to date
- Using various I.T. systems to maintain up-to-date customer records and to track the status of orders and deliveries
- Building of Centrifugal Chemical pumps

Service Advisor/Workshop Controller

Lookers Nissan - Chester

March 2020 to March 2021

Welcoming and booking daily customers
Dealing with all queries
Detailing jobcards for technicians to follow
Following up and providing updates to customer throughout the day
Selling of Service plans and any additional work needed
Continual database cleaning
Money handling
General administration
Use of Various Systems including Kerridge and 1Link
Experience in all aspects of Workshop Control

Engineer

Monk Conveyors - Aldershot

May 2018 to March 2020

- Building various frameworks specialising in the optical industry.
- General Maintenance and servicing on conveyor belt systems
- Minor electrical installation
- Sushi belt installation
- Stock taking and packaging and general workshop duties

- Breakdown repairs

Senior Service Advisor

Vauxhall Motors - Aldershot
February 2018 to May 2018

Liaising between customer and technician
Greeting customers and Scheduling services
Estimating time and costs associated with repairs.
Handling customer complaints
Responding to customer requests
Tracking the vehicle's progress through the workshop
Money Handling

Service Advisor

Vauxhall Motors UK Ltd - Aldershot
August 2016 to August 2017

- Liaising between customer and technician.
- Greeting customers and Scheduling services
- Estimating time and costs associated with repairs
- Handling customer complaints
- Responding to customer request
- Tracking the vehicle through the workshop
- Money Handling

Bar Staff/Waiter

Wentworth Club - Virginia Water
November 2015 to July 2016

Responsibilities

My role includes a lot of customer interaction I, e meeting and greeting people making them feel welcome as they are members of the club. taking orders, pouring drinks and various other front of house duties. Also handling money and other means of payment.

Accomplishments

During my time at this job, we were able to win team of the year.

Education

A-Level or equivalent

Yale College - Wrexham
September 2009 to July 2010

Rhyn Park Performing Arts College - St Martins
September 2004 to June 2009

Skills

- Assembly

- Customer Service
- Word
- Sales
- retail sales
- Microsoft Office
- Communication skills
- IT
- B2B sales
- Time management
- Organisational skills

Additional Information

Qualifications:

Subject Grade

BTEC National Diploma in ICT Merit

BTEC First Diploma - Music Merit

OCR Key Skill in ICT Level 2

OCR Key Skill in Application of Number Level 2

OCR Key Skill in Communication Level 2

OCR Key Skill in Working with Others Level 2

English Language C

GCSE Applied Science BB

GCSE Maths C

IT Skills

From a young age I have made use of generic Microsoft solutions. I therefore feel I have a wide knowledge of the Microsoft applications such as Word, Excel, Outlook and Powerpoint. Also throughout my education I developed knowledge of the internet, IT terminology and a range of programmes such as adobe.