

Georgie Patchell

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An experienced Client and Services Manager who maintains and strengthens customer relationships throughout the term of the contract offering advice and resolving problems. Strong decision making, problem solving, communication and planning skills. Motivates, empowers and mentors staff to achieve their potential. Ensures team targets are met whilst understanding the wider business requirements. Now looking for a quiet corner, rich partner and a lottery win

Key Skills

- Leadership and motivational skills for a busy work environment
- Commercially and financially aware balancing employer and customer needs effectively
- Understands needs of Legal Compliance in handling transactions, negotiating and confidentiality: trained in Anti-Money Laundering, Fraud and Corruption
- Good IT skills: M/S Office: Excel, Word, Outlook and Powerpoint. Is a 'super-user' of in-house systems
- Has experience in credit control, quoting, ordering and following through to delivery.
- Has good budgetary control experience

Career History

Client Services Manager

Vehicle Hire Ltd

2000-2000

My role has been to develop a high performance team of 12 Client and Driver Executives whose roles are to quote, order, deliver, resolve problems, answer any in life queries, liaise directly with fleet managers/drivers and deliver great customer service. My key achievements have been:

- The 2015 customer satisfaction rating (using TNS TRI*M scores) was 96%: this raised from 66% in 2014 by designing and installing simple business controls
- Leading change in challenging environments through constructive partnerships: resolved a difficult customer problem by deciding to take business responsibility and change the client asset.
- Empowering the team to make their own decisions within company guidelines, encouraging them to fulfil their potential by taking up training opportunities that will further their careers and mentoring them to succeed in their aspirations. During 2015 two of the team members were promoted to management roles withi Group
- Working alongside IT development teams ensuring new processes and software applications are suitable for the purpose they are intended, including taking the lead in user acceptance testing and resolving issues that arise as a result. In particular, the new quoting (Quotes and Orders) and ordering system which has recently been successfully rolled out to the whole UK Group and customers. My area of responsibility was the best implementation in the Group
- Promoting all company goals and ensuring the team has access to all relevant training modules available to them: outcome was that my team had 100% take-upof courses available

Client Development Manager Vehicle Hire Ltd 2000-2000

My role was to manage a team of 6 country wide Account Managers. Supported the team by helping with preparing and attending customer meetings. My responsibilities and achievements were:

- Profitable results through effective leadership and decision making
- Set targets that are achievable and also in line with Group expectations: all the Account Managers achieved /exceeded their targets year on year. Ensured the team had full knowledge and training of all ancillary products to upsell to customers
- Calculated commissions payments and worked with the finance team to ensure accuracy

Senior Account Manager ABC Finance td 2000-2000

Account managed key customers, including Network Rail who leased a fleet of c2,000 cars and specialist commercial vehicles with the company. A highly successful record attending client meetings and workshops and building excellent relationships and trust with key contacts and decision makers both suppliers and customers

Personal Account Manager Margate Hire 2000-2000

Key customers were Motorola, NHS Trusts and Councils. Quoting, ordering and ensuring timely delivery of cars, completing regulated agreements in line with the Consumer Credit Act 1974 and all in life contract queries. At the end of first year I had achieved a fleet of 400 personal leasing cars against a target of 240.

Earlier Career

I was employed in a range of small businesses to carry out book-keeping and secretarial roles. I learned basic accountancy rules of accuracy and reconciliation, payroll, legal documentation including submission to Courts of Law and production of high standard correspondence to clients and external authorities. All have stood me in good stead for my later career.

Qualifications and Training

Professional Certificate in Automotive Management – Southampton Solent University 2005

Mary Gober (delivering excellent customer service) trained with regular updates

Annual on-line, in house training in the following:

- Anti Bribery and Corruption, Anti Money Laundering and Fraud
- Data Protection
- Communicating Effectively
- Empowering and Developing Your People
- Driving for Results

Educated to GCSE/RSA stage 3 level in a range of subjects including Maths, English, book keeping and secretarial skills

Personal

Enjoys gardening, plays the guitar and banjo, embroidery work, baking and cooking and general family activities