

ADAM GRIFFITHS

CONTACT



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07498494329



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SKILLS

- Audi Accredited Service Advisor
- Audi Accredited Parts Advisor
- First Aid at Work certified
- RTC Automotive Systems
- Kerridge Automotive System
- VWG Elsa Pro
- VWG SAGA/2 Warranty Invoicing
- 1Link Fleet Management
- Under taking Audi Service Manager Course
- Advanced Computer skills
- Customer Service
- Time Management
- Problem-Solving
- Leadership
- Management Skills

Motivated individual promoting well-rounded skill set including previous automotive aftersales experience and previous management experience. Always ready and willing to pitch in and perform above expectations, currently pursuing a Service Manager position within the Automotive industry.

EXPERIENCE

February 2022 - Current

Audi Accredited Service Advisor Yeovil Audi, Yeovil

- Scheduled customer appointments to meet and exceed customer requirements, whilst maintaining a sufficient workshop diary.
- Received customers and their vehicles in a friendly and timely manner, whilst ensuring their needs and requirements were met.
- Untook further training to become Warranty certified to invoice and manage our centre's recalls and field campaigns.
- Explained complex mechanical information clearly to customers for good understanding of required repairs.
- Communicated well with workshop, parts and valeting teams to maintain smooth servicing operations.
- Liaised with parts and workshop teams to provide accurate customer quotes for repairs and VHC recommendations.
- Assessed required repairs and advised customers of cost and timescale for work completion.
- Recommended additional, useful services to customers, which helped to increase overall sales.

October 2019 - February 2022

Trading Support Manager Argos, Weymouth

- Daily Running and Management of the store
- Carried out performance reviews on colleagues
- Fully Cash office trained
- Managed weekly payroll and time sheets for colleagues
- Customer-facing managerial duties
- Developed short-term and long-term goals for team and initiated tactics to achieve objectives.
- Coached and supervised staff to apply best practices and comply with company policy and procedures.

November 2017 - October 2019

Customer Advisor Argos, Yeovil

EDUCATION

2019

BTEC Extended Diploma Level 3 Engineering

Strode College, Street

- Achieved D*D*D

2017

GCSEs

Kings School Bruton, Bruton