

Glenn Thompson (MIMI)
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Marital Status **Married**
Nationality **British**
Full driving license

PROFILE

- 15 years management and sales experience
- A natural leader, achievement focused
- Experienced in making tough decisions
- Budget planning and control to delivery
- Highly motivated and an excellent problem solver
- Superb negotiator, using influencing and people skills
- Quick to adapt to new situations and environments
- Able to direct a team to the common goal

EDUCATION

- BTEC National – Business and Finance
- BTEC First – Business and Finance
- 6 GCSE's English, Maths, Computers, Geography, History and Physics

RELEVANT EXPERIENCE AND ACCOMPLISHMENTS

GENERAL MANAGEMENT

- Delivery of planned volumes and profits
- Profit and Loss accounts review and actions
- Cost control
- Health and safety review and control
- Handling of customer issues that have been escalated

NEGOTIATION AND SALES

- Negotiation and persuasion skills learnt and crafted in the customer services industry transferred to sales trade, enabled successive promotions
- Able to quickly build rapport and gain trust from the customer
- Skilled in objection handling – objections are buying signs
- Easily able to adapt and mirror different personality styles
- Can successfully hold opposing views and negotiate them according to needs

PEOPLE MANAGEMENT

- Recruitment of staff for senior, middle and entry level positions
- Experienced in dealing with disciplinary issues and redundancy
- Installed new operational philosophy to focus on success and developed a can do attitude in the team
- Reported to director level, both formally and informally
- Successfully able to relate to staff at all levels and gain support

EMPLOYMENT

JT Hughes Mitsubishi

Telford

July 09 – Current

Sales Manger

I was asked by the senior management of JT Hughes to take this role as the business was not performing satisfactorily. Since arriving I have put new processes and procedures in place resulting in increased sales and higher profits. This has required the development of some existing staff whilst necessitating some staff changes and the recruitment of new staff. In addition my role I have proactively brought fresh ideas into the group and assisted in their implementation. An example of this would be the setting up of a second string finance partner across the group. This has increased profits whilst enabling the group to deliver a consistent retail experience group wide, resulting in increased customer satisfaction.

Cotswold BMW

Cheltenham

Jan 09 – July 09

Business Manager

The focus of this role is the management and operation of the finance department in this busy BMW main dealership. This required meeting each retail and SME business customer to maximise the uptake of dealership funding facilities and add on products. Other responsibilities included ensuring full compliance with FSA regulations including training for all customer facing staff. I also provided additional cover for the Mini dealership on the same site. I was recruited to this post by a former senior manager whom I worked under whilst at Listers Group Ltd.

LISTERS GROUP LIMITED

Stratford upon Avon

2000-2008

Dealer Principal 2005-September 2008

Overall responsibility for a Honda main dealership. Management of all departments and staff. Budget planning and delivery. Control and delivery of targeted marketing plans. Ensuring all franchise standards are complied with. Participation in meetings with directors and senior Honda UK management.

Sales Manager 2003-2004

Responsible for the profitable operation of the Sales department within a Honda dealership. Management of sales team, coaching and performance reviews. Stopped the monthly pre-registration of new vehicles and focused on retailing them, this enabled our used vehicle operation to increase its profitability. Increased customer satisfaction to highest standard as measured by Honda UK. Liaised with Honda UK management.

Business Manager 2002-2003

To ensure that our finance facilities were used and add on products purchased. Controlled the sales process to maximise profits. Ensured that the volume funding targets across the range of lenders was achieved. Fully complied with all legal requirements.

Retail Sales Executive 2000-2002

Welcomed customers to the dealership and led them through to sales process. Followed up customer enquiries. Prospected customers who had either previously enquired or purchased. Actively asked all contacts for referrals. Sold my first car on my first day, to a customer who the experienced sales executives had failed to convert.

RAC Motoring Services

Walsall
1997-2000

Customer Care Manager

Handled incoming complaints and enquiries by telephone, post and email. Liaised with internal departments and external contractors to investigate reported instances of unsatisfactory performance. Responded back to customers with the outcome of my investigations and explained the circumstances. If appropriate I negotiated a successful conclusion between the departments/contractors and the customer.

Tatung UK Limited

Telford
1994-1997

Customer Service Assistant

Day to day liaison with dealers, consumers and general trade enquiries, mainly by telephone though occasionally in person. Use of many contacts both internal and external to provide serviceable answers whilst maintaining company integrity.

COMMUNITY INVOLVEMENT

- Police Special Constable 1994-1997
- Regularly raise money for various cancer charities through sponsorship of running events competed in

HONOURS AND AWARDS

- High achieving dealer of the year 2005 and 2006, winning trips to the Maldives and Thailand from Honda UK
- Business Manager of the year – Listers Group 2002-2003, winning a trip to the Maldives
- Member of the Institute of the Motor Industry

INTERESTS AND ACTIVITIES

- Running and competing in organised events most months covering anything from 5 miles to full marathons
- Reading thrillers, legal and crime novels
- Keeping up with the latest technology advancements
- Cars hold a particular interest, particularly classic or future classics

REFERENCES

- Available on request