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# Paul Jones

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Address Line 1  
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Tipton, W. Midlands  
Post Code

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## FLEET / CONTRACT MANAGEMENT (ENGINEER)

Proven ability in creating a market leader in fleet management. Believing that effective team building with the need to understand and exceed the expectations of customers is paramount in the growth of any support related service, covering many different types of customer from sole traders to public and private organisations. Excellent I.T. and project management skills. Now looking to continue making a significant contribution within a Regional or National appointment that suits my areas of expertise.

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## AREAS OF EXPERTISE

- Fleet management
- Business development
- Staff training / development
- Trouble shooting / problem solving
- Project management
- Procedure installations
- Customer services
- Team building
- Contract management
- Purchasing
- Negotiating
- Budget / cost control
- Workshops management
- Health and Safety
- Computer literacy
- Meeting strict deadlines
- Quality Assurance
- Writing plans / reports

## EDUCATION / PROFESSIONAL DEVELOPMENT

<b>CPC (A)</b>	RSA Certificate Freight	1985 - 88
<b>HNC</b>	Motor Vehicle Management	1986 - 88
<b>HNC</b>	Motor Vehicle Engineering	1988 - 90
<b>Course</b>	Quality Standards Six Sigma Black Belt	1997 - 98
<b>HGV</b>	Licence obtained, Class 1	1970 - 71

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

### WRITE COMPANY A CONTRACT HIRE - a G.E. Company (Jun 96 - to date).

(A is a market leader in rental and contract hire of commercial vehicles and cars to corporate clients. A also supply vehicles to the consumer market through a UK network of branches. They have a fleet of more than 30,000 vehicles ranging from cars through to trucks and including specialist vehicles).

### COMPANY B ENGINEER (SPECIALIST VEHICLES) 2002 - Present

Providing technical and contractual support to the business. Communicating at all levels within private and public sector waste businesses and to understand their present and future needs. Working very closely with customers and suppliers with responsibility for the maintenance of the specialist fleet consisting of 726 vehicles on contract hire and rental throughout the UK.

- Provided operational and technical solutions to customers' problems, advising on Best Value and PFI solutions.
  - Negotiated / purchased vehicle chassis and equipment for both the contract hire and rental fleets.
  - Established standards and procedures within the maintenance control department.
  - Dealt with internal and external workshops, setting and ensuring adherence to Service Level Agreements (SLAs).
  - Reduced costs whilst ensuring that maintenance budgets set are adhered to.
  - Controlled compliance of the fleet in line with Ministry of Transport requirements and advising customers on non-compliance issues.
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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### Company B

#### **TECHNICAL SUPPORT MANAGER (BUSINESS DEVELOPMENT)** 1998- 01

- Managed fleets throughout the UK.
- Supported the sales team with technical issues whilst working on major projects with customers, providing solutions to their transport needs.
- Communicated at all levels within private companies and local authorities.
- Identified and met customers present and future business needs by advising on transport solutions.

#### **CONTRACT AND ENGINEERING MANAGER** 1997 - 98

- Controlled the maintenance budget for the fleet and the customer service levels for an increased fleet of 7500 vehicles.
- Provided “Best Value” solutions, dealt at length with customers, the account management team and worked closely with public and private sector sales teams.

### Write Company C, Wednesbury

#### **GROUP CONTRACT AND ENGINEERING MANAGER** 1991 - 97

Total responsibility for the contract and engineering department, workshops (that were operated as profit centres in line with the retail sector) and out-based engineers. Fleet strength was 5300 vehicles and plant. Our major customer was Southern Water Services that operated 1100 vehicles and plant, a subsidiary of Southern Water Group of Companies.

- Established and managed the maintenance department and procedures for all vehicle contracts.
- Achieved a high level of customer satisfaction and cost reduction after recruiting department staff and establishing a team of out-based engineers who worked both with customers and the maintenance department.
- Set up maintenance budgets and cost profiles.
- Built and trained a team with the focus on customer service which led to a customer retention rate in the high 80 percentile.
- Established BS5750.
- Received and achieved the Sixth Sigma Black Belt Quality Training Award from GE.

#### **CONTRACT ENGINEERING MANAGER** 1990 - 91

- Contract maintenance responsibility of 1800 vehicles, managing the contracts department and 6 depots, controlling fleet engineers.
- Set up contracts, maintained standards and advised customers on specifications and legislation.
- Negotiated contracts, worked within tight budgets, dealt with contractual problems.

### Early Career Summary:

<b>Contract and Engineering Manager</b>	Jarrett Group Ltd (Contract Hire & Rental ), (1989 - 91).
<b>Service Manager</b>	Lyones Ltd, (1984-88). Motor Engineers (1988-89).
<b>Motor Mechanic</b>	J Ltd, (1969-84).
<b>Apprentice Motor Mechanic</b>	Wedge, (1969).
<b>Apprentice Maintenance Fitter</b>	Founders, (1968-69).
<b>Date of Birth:</b>	1958.
<b>Interests / pastimes:</b>	Motor Racing, DIY, cycling, fundraising .
<b>Driving licence:</b>	Full UK.