









Stephen Parry

CONTACT

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-  Welsh
-  Full car & motorcycle licence
-  <http://www.gwynfryn.co.uk>

SKILLS

- Customer service
- Customer relations
- Presentations and proposals
- Sales goal attainment

LANGUAGES

English

Native

French

Beginner

PROFESSIONAL SUMMARY

Versatile Sales Executive bringing many years of experience in motorcycle sales. Energetic and upbeat team player with well-coordinated and hardworking approach. Looking for a position to assist fellow motorcyclists fulfil their dreams.

Initially, upon leaving school I trained, and worked as a Head Chef. Gaining City & Guilds in Advanced cookery and Alcoholic Beverage service. I quickly realised the hours and remuneration were not what I needed. By then I was already then a passionate motorcyclist so I changed careers and worked at Wrexham Kawasaki Centre for a few years before moving to Kawasaki Motors (UK) in Slough as Area Sales Manager for the South East.

Eventually moving back to North Wales and working for a while for Nissan, SEAT and Fiat before returning to catering for a while as Head Chef of the Wild Pheasant Hotel prior to returning to education to retrain in IT.

I have many Microsoft certifications such as Microsoft Office Specialist Trainer, MCSE, MCSA, MCP Lync and received a Microsoft Most Valued Professional award for three years for my assisting their customers in my free time via MS support forums.

WORK HISTORY

Sales Executive 07/2022 - Current
Chester KTM - Ellesmere Port, Cheshire

- Effectively handled daily customer meetings, sales calls and account management tasks, improving sales team efficiency.
- Fostered positive relationships with customers to enhance loyalty and retention.
- Contributed to continuous improvement of renewal processes, increasing customer retention levels against targets.
- Assist in transfer of franchise from BMW Motorrad to KTM

Sales Executive 01/2016 - 07/2022
Chester Motorrad - Ellesmere Port, Cheshire

- Established and maintained positive, profitable client relationships through superb communication.
- Working with customers to enhance loyalty and retention.
- Presenting motorcycle features and benefits to customers.
- Quoting finance quotes to customers via BMW Famos.
- Ensuring BMW standards are adhered to with all customer processes.

IT manager 06/2010 - 12/2015
Pace Telecom - Wrexham, Wreccsam

- Focused on process improvement and automation to overcome recurring issues.
- IT support for 1st, 2nd, and 3rd line hardware and software issues.
- General user support within a busy telecoms business to business environment. Acted as first point of contact for hardware and software troubleshooting queries.
- Maintain a Microsoft based server and client environment utilising Dell server hardware.
- Expanded the use of VMware technologies.

EMEA IT Infrastructure Manager
Cargotec Oy - Helsinki, Finland

11/2008 - 05/2010

- Ensure network availability and security for Cargotec's three business areas, HIAB, Kalmar and MacGregor.
- Negotiate SLA with vendors such as Dell, IBM, Lenovo and BT (Nordics)
- Attend sites within EMEA to audit physical hardware and address issues.
- Attend sites within EMEA to assist and train users.

Global IT Infrastructure Manager
HIAB Oy - Helsinki, Finland

06/2006 - 11/2008

- Built and maintained customer trust by ensuring ongoing communications until resolution.
- Resolved compatibility issues to enable successful upgrade from Windows NT, Windows Vista & Windows Server 2000/NT to Windows Active Directory
- Assisted in purchases of hardware and software.
- Maintained quality control by defining and documenting operating procedures.
- Acted as first point of contact for hardware and software troubleshooting queries.
- Intense global travel schedule to enable successful rollout of new Active Directory

IT Manager
HIAB UK - Ellesmere, Shropshire

06/2002 - 11/2008

- Directed installation and configuration of computer hardware, operating systems and applications.
- Focused on process improvement to overcome recurring issues.
- Led infrastructure projects to install and upgrade Windows NT servers and Windows NT Desktops to Windows 2000 AD
- Implemented network security policies and performed audits, leading to reduced security breaches.
- Travel to remote workers home offices within UK to upgrade hardware and software.
- Train users in the use of Microsoft Word, Excel and PowerPoint applications.

EDUCATION

Bachelor of Arts: Business Management, 09/1995 - 06/1997
Wrexham Glyndwr University - Plas Coch - Honours

Higher National Diploma: Business and Finance Management, 06/1992 - 09/1995
Wrexham Glyndwr University - Plas Coch

ADDITIONAL INFORMATION

I am a lifelong motorcyclist from a family of motorcycle enthusiasts. I currently own 5 BMW motorcycles and extensively tour Scotland and Europe.

This June is my 50th anniversary as a motorcyclist and have calculated I have ridden over 1,000,000 miles in my lifetime on every continent except Antarctica.

Annually I organise a Welsh Weekend for the members of boxertrix.com which is usually attended by upwards of 60.

I have worked as voluntary Christmas chef with the Salvation Army in Wrexham cooking for 225 of the elderly and the homeless.

Surprisingly, given my age, my other hobby is computer gaming which I find helps give me a young outlook on life. I have also recently restarted playing guitar.