

Adam Stockwell-Price

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Dedicated and results-driven professional with a diverse background in multiple sectors, combining expertise in customer service and business development. Proven track record of delivering impactful results and driving success across various industries, showcasing adaptability and a strong skill set to excel in diverse professional environments.

Work Experience

Workshop Controller / Quality Control Technician

Steer Automotive-Carmarthenshire

March 2025 to Present

Roles and responsibilities:

Workshop Controller

- Workflow Co-ordination - Oversee the daily operations of the workshop, ensuring efficient workflow and timely completion of repairs and services.
- Job Allocation - Allocate work to technicians based on their skills and experience, ensuring optimal use of resources.
- Quality Control - Ensure that all repairs are quality checked and meet company, manufacturer and industry standards.
- Communication - Liaise with the service advisors and technicians to provide accurate updates to customers on the status of their vehicles.
- Oversee Health and Safety - ensure all health and safety regulations and safe working practices are adhered to within the workshop.
- Inventory Management - Manage stock levels, assisting the Parts team ordering parts and supplies as needed to maintain smooth operations.
- Staff Training - Train and mentor new staff, identifying areas for training and development as well as fostering a positive and productive work environment.

Quality Control Technician

Roles and Responsibilities:

- Inspect completed vehicle repairs to ensure adherence to quality standards and customer expectations.
- Verify that all safety and manufacturer specifications are met during the repair process. Conduct thorough inspections of bodywork, paint, and mechanical components for defects or inconsistencies.
- Identify and document any issues, working with technicians to implement corrective actions.
- Ensure compliance with health, safety, and environmental regulations in all repair procedures. Maintain accurate records of quality control checks and improvement recommendations.
- Collaborate with the production team to optimize workflows and enhance overall repair quality.
- Stay updated on industry best practices, tools, and techniques to continuously improve the quality control process.

Customer Service Advisor / Quality control technician

Steer Automotive Group-Hendy Gwyn-Carmarthenshire

November 2024 to March 2025

Customer Service Advisor

Roles and Responsibilities:

- Serve as the primary point of contact for customers, addressing inquiries, scheduling appointments, and providing updates on repair progress.
- Assist customers in understanding repair processes, timelines, and cost estimates.
- Coordinate with insurance companies to process claims and ensure accurate documentation.
- Maintain detailed records of customer interactions and repair orders.
- Resolve customer complaints and concerns promptly and professionally to maintain satisfaction.
- Work closely with technicians and other team members to ensure timely completion of repairs.
- Promote additional services and products to enhance customer experience and increase sales.
- Ensure adherence to company policies, safety protocols, and industry standards.

Quality Control Technician

Roles and Responsibilities:

- Inspect completed vehicle repairs to ensure adherence to quality standards and customer expectations.
- Verify that all safety and manufacturer specifications are met during the repair process.
- Conduct thorough inspections of bodywork, paint, and mechanical components for defects or inconsistencies.
- Identify and document any issues, working with technicians to implement corrective actions.
- Ensure compliance with health, safety, and environmental regulations in all repair procedures.
- Maintain accurate records of quality control checks and improvement recommendations.
- Collaborate with the production team to optimize workflows and enhance overall repair quality.
- Stay updated on industry best practices, tools, and techniques to continuously improve the quality control process.

Retail Manager

Mayfield Driving Range-Haverfordwest

April 2024 to October 2024

Key Responsibilities:

- **Golf Instruction:** Provide private and group lessons to golfers of all ages and skill levels. Assist in the development of instructional programs, clinics, and junior golf programs.
- **Golf Shop Operations:** Assist in the daily management of the golf shop, including merchandising, stock management, and sales. Ensure the shop is clean, organised, and fully stocked with products.
- **Guest Relations:** Provide excellent customer service ensuring a positive and welcoming experience. Respond to inquiries, address concerns, and offer recommendations to enhance the golf experience.
- **Club Fitting and Equipment:** Conduct club fittings and provide recommendations for golf equipment, ensuring all customers are fitted with the best equipment for their game.
- **Professional Development:** Stay up to date with industry trends, rules, and PGA certifications. Continuously develop teaching techniques and golf operation skills.

Field Sales Executive

YouFibre-Bridgend, Bridgend

February 2024 to April 2024

Key Responsibilities

- Ensure any potential customer that drops out of your sales pipeline is contacted with the aim to complete their installation of our service
- Building relationship with local installation team to ensure smooth process for our customers
- Build relationships with local stakeholders to enable new sales opportunities
- Mixture of working hot leads and building your own lead pipeline, through to conversion

Assistant Community Broadband Officer

Powys County Council-Llandrindod Wells, Powys

November 2023 to February 2024

- To assist the Community Broadband Officer to identify and evaluate the digital connectivity issues facing communities and business across Powys.
- To support the Community Broadband Officer in the undertaking of an engagement programme with affected communities / business groups to identify opportunities to address broadband connectivity issues.
- To assist the Community Broadband Officer with the development of a programme of work based activities supporting communities, business and partner organisations that stimulate and drive the growth of good quality, reliable broadband.
- To support the Community Broadband Officer to engage with communities across Powys and assist them in developing their strategies to maximise broadband, increase coverage and reduce poor performance.
- To assist the wider economic team and other teams on any digital connectivity or software based solutions
- To assist with the promotion of broadband connectivity grants such as Welsh Government and DCMS voucher schemes and maximise the benefit for Powys through these initiatives. This will include co-ordinating communities to aggregate demand and assist communities to adopt best practice and liaising with the local planning department where appropriate.

Community Engagement Area Manager

Voneus Ltd-Carmarthen, Carmarthenshire

August 2021 to November 2023

- To build relationships with key personnel, residents, and businesses in rural communities across the UK.
- To support the marketing team with geographic and demographic information, as well as awareness of local and county activities that the company could be involved with.
- To support the marketing team with social media content within our local communities
- To support the operations and network teams with initial surveys to confirm the opportunity and suitability of proposed new network builds.
- Work to Company Goals and Objectives.
- To develop a Strong Understanding of our Product Portfolio and the services we provide.
- To gather intelligent data, which in turn, could lead to converted sales.
- To identify potential Community Interest and respond to queries professionally.
- To attend Events and Shows to engage with Potential Customers.
- To present Voneus and its services at community meetings
- To gather data from door knocking which can be converted into sales.

Customer Service Advisor

FRF TOYOTA-Carmarthen

May 2021 to August 2021

Responsibilities

- To handle customer requirements for service and vehicle repairs in an efficient and courteous manner to ensure a high standard of customer satisfaction
- To ensure customer requirements are fully understood and communicated in an effective manner to other members of the department.

- To record vehicle details and service histories accurately and effectively operate a customer follow-up system.
- Planning the optimum utilisation of workshop capacity in co-operation with the Aftersales Manager and Workshop Controller.
- To carry out recall procedures in line with Manufacturer's guidelines.
- To ensure the departments presentation is maintained to the highest standard in line with company / manufacturers policies.
- To ensure the highest degree of efficiency and understanding of customer requirements and to deal with any customer complaints courteously, promptly and effectively.

Customer Service Advisor

VW Commercial Vehicles-Swansea

March 2021 to May 2021

Responsibilities

- To handle customer requirements for service and vehicle repairs in an efficient and courteous manner to ensure a high standard of customer satisfaction.
- To ensure customer requirements are fully understood and communicated in an effective manner to other members of the department.
- To record vehicle details and service histories accurately and effectively operate a customer follow-up system.
- Planning the optimum utilisation of workshop capacity in co-operation with the Aftersales Manager and Workshop Controller
- To carry out recall procedures in line with Manufacturer's guidelines
- To ensure the departments presentation is maintained to the highest standard in line with company / manufacturers policies
- To ensure the highest degree of efficiency and understanding of customer requirements and to deal with any customer complaints courteously, promptly and sympathetically
- To provide customer estimates according to company policy on schedules, times and pricing
- Where necessary, invite the customer to talk about a vehicles problem directly with the technician, therefore aiding first time fix and improving customer satisfaction
- Wherever necessary, instigate road tests with technician, ensure the customer is informed on the progress of their vehicle whenever appropriate and advise the customer of all work carried out.

Service Advisor

Tesla-Cardiff

December 2020 to March 2021

Responsibilities

- To handle customer requirements for service and vehicle repairs in an efficient and courteous manner to ensure a high standard of customer satisfaction.
- To ensure customer requirements are fully understood and communicated in an effective manner to other members of the department.
- To record vehicle details and service histories accurately and effectively operate a customer follow-up system.
- Planning the optimum utilisation of workshop capacity in co-operation with the Aftersales Manager and Workshop Controller
- To carry out recall procedures in line with Manufacturer's guidelines
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- Wherever necessary, instigate road tests with technician, ensure the customer is informed on the progress of their vehicle whenever appropriate and advise the customer of all work carried out.

Aftersales Admin Advisor

Sytner Group-Swansea, Swansea

August 2018 to November 2020

Responsibilities

- To oversee the training and development of a team of service Advisors and trainees and to achieve the department KPI's set out and agreed by the service manager.
- To handle customer requirements for service and vehicle repairs in an efficient and courteous manner to ensure a high standard of customer satisfaction.
- To ensure customer requirements are fully understood and communicated in an effective manner to other members of the department.
- To record vehicle details and service histories accurately and effectively operate a customer follow-up system.
- Planning the optimum utilisation of workshop capacity in co-operation with the Aftersales Manager and Workshop Controller
- To carry out recall procedures in line with Manufacturer's guidelines
- To ensure the departments presentation is maintained to the highest standard in line with company / manufacturers policies
- To ensure the highest degree of efficiency and understanding of customer requirements and to deal with any customer complaints courteously, promptly and sympathetically
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- Wherever necessary, instigate road tests with technician, ensure the customer is informed on the progress of their vehicle whenever appropriate and advise the customer of all work carried out.

Aftersales manager

Fred Rees Garages-Haverfordwest

December 2017 to August 2018

Responsibilities

- Monitor Customer Service levels and provide effective support to Parts and Sale.
- Describe and assess Service Department market potential and revenue forecasts.
- Develop operating expense, capital budgets and profit improvement targets.
- Create, agree and implement sales, merchandising, advertising and sales promotion plans to support the achievement of Service Department Plans and Budgets.
- Establish, implement and regularly review the training programme for all productive and non-productive staff to ensure the progressive development of all Service personnel.
- Contribute as a member of the management team to the development of the business and to the public relations activities of the dealership.
- Utilise monthly management accounts to monitor and control profitability and productivity of the Service Department, including monitoring workshop efficiency, debtors and working capital.

Senior Service Advisor

Cardiff Audi-Cardiff

May 2017 to November 2017

Responsibilities

- To oversee the training and development of a team of service Advisors and trainees and to achieve the department KPI's set out and agreed by the service manager.

- To handle customer requirements for service and vehicle repairs in an efficient and courteous manner to ensure a high standard of customer satisfaction.
- To ensure customer requirements are fully understood and communicated in an effective manner to other members of the department.
- To record vehicle details and service histories accurately and effectively operate a customer follow-up system.
- Planning the optimum utilisation of workshop capacity in co-operation with the Aftersales Manager and Workshop Controller
- To carry out recall procedures in line with Manufacturer's guidelines
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- Wherever necessary, instigate road tests with technician, ensure the customer is informed on the progress of their vehicle whenever appropriate and advise the customer of all work carried out.

Brand Specialist

Cardiff Audi-Cardiff

September 2016 to June 2017

Job Overview:

- To be friendly and approachable with an aim to make customers feel comfortable and welcome as they arrive in the business.
- To excite customers about the brand whilst capturing data on an iPad and promoting unique selling points of Audi vehicle ownership
- Qualify the needs of a customer whilst directing them to the relevant member of staff and Provide a 'hub' of product knowledge in the showroom environment
- Provide a unique customer support function on features and controls during their showroom experience
- Deliver the Audi experience to customers by professionally managing the customer thru until handover to the sales executive
- Responsible for the upkeep of Audi brand standards within the showroom
- Provide support to other members of the sales team during busy periods.

Casual Relief Chauffeur to Mayoralty Office

Newport City Council-Newport

September 2011 to May 2017

- To act as a chauffeur and personal attendant to the mayor and mayoress/consort.
- To act as a chauffeur and personal attendant to members and senior officers.
- To be responsible for the care and maintenance of the mayoral chains and regalia.
- To perform specified daily checks on the vehicle and ensure that it is kept clean and polished at all times and to maintain appropriate records.
- Generally to assist at civic receptions and other functions, as required, either at the civic centre or elsewhere in accordance with the instruction of and under the supervision of the corporate events and mayoralty officer.

Service Advisor

Sinclair Volkswagen-Newport

June 2015 to September 2016

Responsibilities

- To handle customer requirements for service and vehicle repairs in an efficient and courteous manner to ensure a high standard of customer satisfaction.
- To ensure customer requirements are fully understood and communicated in an effective manner to other members of the department.
- To record vehicle details and service histories accurately and effectively operate a customer follow-up system.
- Planning the optimum utilisation of workshop capacity in co-operation with the Aftersales Manager and Workshop Controller.
- To carry out recall procedures in line with Manufacturer's guidelines.
- To ensure the departments presentation is maintained to the highest standard in line with company / manufacturers policies.
- To ensure the highest degree of efficiency and understanding of customer requirements and to deal with any customer complaints courteously, promptly and sympathetically.
- To provide customer estimates according to company policy on schedules, times and pricing
- Where necessary, invite the customer to talk about a vehicles problem directly with the technician, therefore aiding first time fix and improving customer satisfaction.
- Wherever necessary, instigate road tests with technician, ensure the customer is informed on the progress of their vehicle whenever appropriate and advise the customer of all work carried out.

Service Advisor

Bristol Audi-Bristol

June 2014 to June 2015

Responsibilities

- To handle customer requirements for service and vehicle repairs in an efficient and courteous manner to ensure a high standard of customer satisfaction
- To ensure customer requirements are fully understood and communicated in an effective manner to other members of the department.
- To record vehicle details and service histories accurately and effectively operate a customer follow-up system.
- Planning the optimum utilisation of workshop capacity in co-operation with the Aftersales Manager and Workshop Controller
- To carry out recall procedures in line with Manufacturer's guidelines
- To ensure the departments presentation is maintained to the highest standard in line with company / manufacturers policies
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- Where necessary, invite the customer to talk about a vehicles problem directly with the technician, therefore aiding first time fix and improving customer satisfaction
- Wherever necessary, instigate road tests with technician, ensure the customer is informed on the progress of their vehicle whenever appropriate and advise the customer of all work carried out.

Concierge

Bristol Audi-Bristol, Bristol

July 2013 to June 2014

- To ensure the clients of Bristol Audi have a first class experience whilst visiting the dealership. This is to include welcoming them and identifying any problems or requests they might have.
- To ensure the flow and management of the car park is seamless and troubleshoot any problems.
- To receive the new car stock into the dealership and to identify if any damage to the stock.
- To manage/supervise and to train the car park attendants to give the clients a first class experience whilst at Bristol Audi.
- To liaise with sales support daily with regards to new car handovers and trade disposals.

Online Delivery Driver

Sainsbury's Supermarkets LTD-Newport, Newport
January 2013 to July 2013

- To deliver a seamless Online delivery service to the customers of Sainsbury's.
- To help Sainsbury's become the number 1 for online grocery shopping.
- To perform specified daily checks on the vehicle and ensure that it is kept clean at all times and to maintain appropriate records.

Driver/Valeter

Drive Assist UK-Newport, Newport
September 2012 to January 2013

- Main responsibilities to include the delivery of credit hire vehicles to customers who have had a non fault accident.
- To valet the cars to a clean condition and to take the customers thru the delivery and collection process via a handheld PDA.

Online Delivery Driver

Sainsbury's Supermarkets LTD-Newport, Newport
October 2011 to September 2012

- To deliver a seamless Online delivery service to the customers of Sainsbury's.
- To help Sainsbury's become the number 1 for online grocery shopping.
- To perform specified daily checks on the vehicle and ensure that it is kept clean at all times and to maintain appropriate records.

Community Housing Helpdesk Advisor

Bron Afon Community Housing Association-Cwmbran, Monmouthshire
September 2011 to October 2011

- Responsible for the provision of excellent housing advice, assistance and support services to tenants, leaseholders and other residents of Torfaen.
- Contribute to the development of Community Housing Services by actively engaging with and involving Bron Afon members, tenants and other residents in reviewing the quality of service delivery.
- Providing a first class, holistic housing service via a flexible Helpdesk Team, operating out of Bron Afon headquarters and Area Offices.

Duty Concierge

Celtic Manor Resort, Golf and Spa-Newport, Newport
September 2009 to September 2011

- Responsible for helping to maintain a customer focused culture which supports the values expressed in the company's mission statement and the company's business goals of profitability and service quality.
- Assisting the Guest service's Manager with budgets, training and staff development and structure.
- Responsible for supervising the team and enforcing the departmental objectives and ensuring staff members are highly motivated daily in achieving these.
- Achieved excellent relationships with local businesses in the area through outstanding communication skills.
- Has attended training sessions within the company to encourage customer interaction.
- To oversee on a shift basis the smooth running of any conference and events that are at the resort to the correct standard.
- This includes:-
 - Arrival and registration
 - Luggage drop

- Key collection
- Room drop
- Departure/checkout
- Organizing transfers
- Resort signage
- Responsible for the arrival and departure of high profile VIPS and ensuring they receive the highest standard possible whilst staying at the Celtic Manor Resort.
- Responsible for making dreams happen, to organise restaurants, theatres, private transfers and any special requests that the guest requires in which to make there stay at the Celtic Manor Resort as memorable as possible.

Golf services associate 2010 Ryder cup Course

Celtic Manor Resort-Newport, Newport

January 2010 to December 2010

- To ensure the highest levels of 5 blue star services at the location of the 2010 Ryder cup matches.
- Responsible for the Ryder cup experience which entailed welcoming guests to the Ryder cup course and presenting a small tour of the clubhouse and all amenities available to our guests.
- In charge of the day to day operations of the driving range / starters hut making sure that everything ran to pin point accuracy.
- Point of contact for the conclusion of play on the course and to carry out any special assignments to which the guests requested.

Celtic Manor Resort, Golf and Spa

April 2009 to September 2009

Duty Concierge

Celtic Manor Resort, Golf and Spa

March 2007 to April 2009

As above

Hall Porter

Celtic Manor Resort, Golf & Spa

November 2006 to March 2007

Conference Porter

Education

Certificate of higher education in Sports business management (Golf)

University of Wales-Newport

2004 to 2006

GCSE in English Language and English Literature and Maths

Caerleon Comprehensive School-Newport, Newport

1991 to 1996

Skills

- Customer Support
- Hospitality

- Salesforce
- Leadership
- Upsell
- Upselling
- Organisational skills
- Sales
- Time management
- Cold calling
- Telecommunication
- Hotel experience
- Customer service skills
- Direct sales
- Proactive
- Communications
- Guest services
- Communication
- Driving
- Front desk
- Customer service
- Microsoft Powerpoint
- Call Center
- Customer Service
- 4G/LTE
- Negotiation
- Team management
- 5G
- CRM Software
- Supervising experience
- Microsoft Office

Certifications and Licenses

Driver's License