

Mick Stevens

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Profile

- A highly professional, customer focussed individual, with many years' experience in delivering high class technical support services to the clients of world class organisations.
- Results orientated & profit focused with excellent B2B customer relationship management skills, with a proven record of success.
- An efficient and analytical problem-solver, described by colleagues as being a calm, persuasive, focussed, self starter, always keen to find new solutions with an eye for detail, whilst not losing sight of the bigger picture.

Typical Abilities

- Able to analyse complex situations, research new opportunities, systems, and technologies, identifying areas for strategic business development.
- Able to design and develop new processes and projects, to improve work flow efficiency and resolve on-going issues.
- Able to communicate strategy and policy effectively at all levels internally, and to promote services externally.
- Able to encourage and develop team members, and provide individual coaching to allow them to adapt to new management processes.
- Able to identify methods of achieving company objectives, creating teams and co-ordinating their work functions to achieve the desired results.
- Able to negotiate effectively with clients, and with stake holders, in order to achieve mutual acceptance by all parties.

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Some Typical Achievements

- On joining a newly formed UK affiliate with a minimal service business, my brief was to analyse the situation and develop the service business. After researching clients' requirements and expectations, developed a strategic business plan to expand the service business. More staff were needed as the support business grew from start up to **c.£2m** after 8 years of steady growth, which also led to increased product sales over the same period of **c.£15m**.
- Business was being lost due to the company not having accreditation to a recognised quality standard. In line with my business plan, designed and wrote new procedures, and applied a system of work processing. Accreditation to BS5750 pt2 was gained at first assessment and the business developed over the next 6 years to **c.£2m**.
- During my first week in a new role, recognised that the business was declining and sales targets not being reached. Devised a set of weekly and monthly meetings with the service reps to discuss strategy and sales policy, along with regular meetings with clients. Within the first year **losses were reduced** and **sales increased 100%**, all targets were now being met and the team was rewarded as being **number 1 in the region**.
- Following my suggestions about globalisation, the company decided to implement a global service culture within the business. Initially on the design team, went on to train staff worldwide on the new processes, encouraging their use, and providing coaching when necessary. Finally, all teams worldwide implemented the new system, producing a unified approach to clients in all countries.
- On appointment to a young business, I identified that as the business grew, we needed to have in place a system to control costs and provide traceability. Various systems were identified as being suitable and one selected and implemented. System improved the efficiency of the department and margins **improved 100%**.
- Identified very low margins in the repair centre with two engineers creating only £60k of revenue. Analysed the operation in detail, and implemented better controls and processes. This allowed for one of the team to be employed elsewhere in the business, resulting in an improved revenue of **£120k** with one engineer.
- Recognised enormous potential for selling maintenance support contracts. Wrote new standardised support contracts in line with feedback from clients. New contracts were well received and the sales of these contracts grew **400%** over a 3 year period.

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Career History

2007 to 2012

**Hima-Sella limited
Technical Support Group Manager**

Key Responsibilities:

- Business development.
- Reporting into directors.
- Sales and Marketing of all aspects of support services.
- Co-ordination between other departments.
- Full P&L responsibility.
- Responsible for recruitment and staff development.
- Dealing personally with high profile clients.

2005 to 2007

**JCB Excavators Ltd
Senior Facility Engineer**

Key Responsibilities:

- Reporting to engineering director.
- Operational management of test facility.
- Management of breakdowns, routine maintenance, calibration.
- Management of sub-contractors.
- Involved in recruitment and appraisals.
- Responsible for delivering rapid service to internal customers.

2003 to 2005

**Johnson's Apparelmaster
Customer Service Manager**

Key Responsibilities:

- Sales of services.
- Management of services and customer service team.
- Responsible for recruitment and staff development.
- Co-ordination between all departments.
- Remote management of off site staff.
- Management of the departmental P&L account.
- Project management.
- Development of local business strategy.

1987 to 2003

1989 to 2003

1992 to 2000

1987 to 1989

**AVL United Kingdom
UK Service Manager
Quality Manager
Service Engineer**

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1970 to 1986

GEC Elliott Process Automation (in part Fisher Controls)

1975 to 1986

Principal Service Engineer & Process Control Specialist

1970 to 1975

Electronic Engineering Apprenticeship

Qualifications

Member of IET.

Electronic Engineering HNC equivalent.

Leicester Polytechnic 1975.

Training

Risk assessment.

Permit to work.

Gas handling safety.

Miller Heiman strategic selling.

Account management.

MIS configuration and reporting.

Managing people within the Law.

HR Skills for managers.

Recruitment and employment law.

Contract management.

Team leadership & motivation techniques.

Time management.

Personal Details

Registered name: Michael Richard Stevens.

Date of Birth: 31st March 1955, in Leicester.

Status: Married 1978, 2 daughters.

Health: Excellent.

Driving Licence: Car (full & clean).
Fork lift truck, counterbalance.

Interests: DIY. Gardening. Keep fit. Family.