

Matthew Dhillon

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Address Basingstoke

I am a confident and organised professional with experience in customer service and sales support, skilled at turning challenges into positive customer experiences. I am seeking a sales role where I can apply my skills and drive to deliver results

SKILLS

- Presenting
- Brand image
- Inventory oversight
- Telephone etiquette
- Document management
- Staff training
- Customer service
- Product knowledge
- Relationship building
- Verbal and written communication

WORK HISTORY

Operations Administrator

Car Leasing Made Simple

June 2025 - Nov 2025

- Managed post-order paperwork accurately for customers and dealers
- Coordinated with funders, dealers, and suppliers to meet SLAs
- Produced and organised financial documents for approvals
- Updated customers on delivery timelines and handled delays professionally
- Communicated with funders via phone and email to provide required information
- Processed credit applications and monitored progress, resolving delays efficiently

Business Development Executive

Car Leasing Made Simple

Jan 2025 - June 2025

- Supported sales team with quoting and deal preparation
- Scheduled meetings to maintain strong working relationships
- Managed daily tasks with a small team, keeping leasing offers accurate on the website
- Trained colleagues on systems and processes to ensure confidence and efficiency
- Communicated with dealers and funders via phone and email to confirm stock and pricing
- Handled challenges calmly in a fast-paced environment while keeping teams informed

Customer Assistant

Vue Cinema

Mar 2024 - Dec 2024

- Resolved customer issues calmly and professionally
- Provided friendly customer service, ensuring a positive guest experience
- Promoted and upsold products, consistently meeting sales targets
- Worked with team to prepare screens and manage stock efficiently
- Maintained venue cleanliness and safety, assisting with events and procedures

Customer service assistant

Sainsbury's

Nov 2020 - Nov 2023

- Provided courteous, organised service to customers
- Prepared and managed orders with attention to quality
- Adapted to busy situations while working effectively in a team
- Followed COVID-19 safety policies to maintain a safe environment

Online Shopper/Customer Assistant

Smyth's Toy store

Aug 2020 - Oct 2020

- Handled transactions and processed payments accurately and efficiently
- Maintained organised displays and ensured products were correctly presented
- Assisted customers with product selection, providing friendly and knowledgeable service

Customer service assistant

Tesco Express

July 2019 - Nov 2019

- Managing cash transactions and operating the cash register
- Handled customer queries and complaints professionally
- Kept the store shelves well-organised, ensuring products are correctly priced, and maintaining a clean store environment

EDUCATION

Level 3 business MMM

Queen Mary's College

Sept 2019 - June 2021

GCSEs in Pass in Maths, English, and Science, plus other subjects

Aldworth School

Sept 2014 - July 2019

HOBBIES AND INTERESTS

I enjoy boxing, going to the gym, and watching movies and TV shows.

REFERENCES

Victoria Linnett

Operations Manager, Car Leasing Made Simple - Manager

Phone number 07818396826

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