**Personal Statement**

In my diverse career to date, I have gained valuable exposure to experiences and knowledge, in a variety of industries that have provided great insight to my merging potential as my career has progressed.

I take great pride in my people skills and abilities to work with both customers and colleagues alike. My peers would lay testament to my friendly, warm, welcoming, yet professional demeanour. My passion and drive is in providing excellent customer service. I'm a quick learner and an accomplished multitasker working in fast paced, high stress environments. I have learned to prioritise and manage my time effectively, always going the extra mile and striving to do whatever it takes to get the job done, and done well.

I have always embodied the belief of going above and beyond in order to provide exceptional service at exceptional levels to my customers. I am reliable, professional, and trustworthy. I am driven and determined, but not at the cost of my strong moral and ethical views.

**Personal Details**

Name Lewis Tyler

DOB 29-04-1993

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Driving license Full UK

Motorbike license Full UK

Counterbalance Forklift License

**Previous Employment**

**September 2023 – Present**  **Facilities specialist+, KTM Redbull UK**

I was approached to join KTM UK, one of the UK’s leading motorbike manufacturers to develop a new role as the company expanded. I am primarily based out of the head office in Silverstone where my main role is to manage the facilities, health & safety and provide support to the other departments, specifically marketing and the dealer network Team. This role gave me the opportunity to use my vast range of skills and experiences in areas such as, building maintenance, vendor relations, eventing, dealer terminations and customer service. This role has further improved my confidence and abilities and overall knowledge of business operations in a new industry. I love the team, duties and company and had hoped for a long-term role but sadly due to difficult times, a number of employees are at risk of redundancy.

**May 2022 – September 2023**   **Liability Representative, RCS, Enterprise**

I took a promotion to Enterprise’s new third-party liability team called RCS (Rental Claims Services) which investigates claims involving any third-party exposure. RCS handles claims ranging in complexity, including litigation and bodily injury. Being naturally detail orientated and solutions focused, the role appealed to both my customer service passion and my desire for problem solving and negotiating. I carried out thorough investigations to obtain liability and proactively combat any fraudulent activity. Unlike other insurers, RCS claims are individually handled from cradle to grave, this helps to ensure our claims understanding and in turn our ability to mitigate losses. This role has vastly improved my legal knowledge and negotiation skills when discussing liability and settlements with claimant solicitors and insurance providers. Whilst i enjoyed the role, the 400+ mile weekly commute became too much.

**November 2018 – May 2022**   **Assistant Branch Manager, Enterprise Rent-A-Car**

My Enterprise career progressed quickly, being promoted to an assistant manager within 11 months. I was recognised for my commitment and professionalism. Enterprise is well known for its challenging employee targets and high pressure environment. Rental branches are set-up to act as individual businesses and employees take great pleasure in owning its local marketing and commitments to the community. The dynamic and fast paced environment promotes an incredible work ethic. I regularly exceeded corporate targets and their expectations for customer service. I moved to a corporate role when the opportunity was presented in order to broaden my knowledge and skill set.

**April 2017 – November 2019 (18 ?)**   **Ski-Boot fitter and team mentor, Ellis Brigham, Milton Keynes.**

I was asked to return to Ellis Brigham with a more managerial influence to train staff on customer service and product knowledge.

Alongside this I had been working and managing small festivals and events throughout the summer. These events would range from running small catering stands, to full hospitality marquees. These events provide brilliant customer service, people skills, as well as time, staff and stock management

**Pre-2017**

Initially I trained and worked as a chef. Working in a number of different environments, I strived to improve and innovate. I progressed quickly, ultimately gaining a role within a 2 Michelin rossette fine dining kitchen. The industry exposes you to high speed, fast paced management like no other. Along with chefing, I also worked the back office, expanding my knowledge of staffing, ordering and business management.

**June-October 2010**    **P/T Assistant Chef, Las Iguanas, Milton Keynes**

**October 2010 - February 2011**  **Commis Chef, Turtle Bay, Milton Keynes**

**February - November 2011**    **Section Chef, Browns Restaurant, Milton Keynes**

**November 2011 - May 2012**  **Chef de parti, Murray’s Restaurant Whittlebury hall**

Throughout College I worked full time hours in busy kitchens, putting me vastly ahead of my peers in my abilities. After College I decided to take my skills abroad to travel and learn from a completely different Industry. Over the following Five years, I worked back to back 6 months contracts both in and out of the UK. I spent the winter seasons Working in the French alps and would return for the summer months. I always worked incredibly hard, this was evident with the opportunities I was presented. I took this time to learn as much as possible from different industries, companies and managers.

**2016**  **Action Transfers, Winter Transfer Driver**

**2016**     **Drover Coffee, Manager**

**2015**  **Ski-boot fitter/retail assistant, Ellis Brigham, Milton Keynes 2015**    **Kitchen Manager, Beanies Cocktail Bar, Morzine, France 2015 Guest Services, Head driver and maintenance, Les Grand Joux, Morzine**

**2014**   **Installation and Sales, Pure Air conditioning, Milton Keynes 2013-2014**  **Morzine / Les Arc, France Head chef 45 Bed Hotel 2012**  **Driver/Installation Assistant, Pure Air Conditioning**

**Qualifications**

**Counter balance forklift licence**

Snow Sports Technician course with industry leading, Anything Technical in Kendal, Lake district

Pofessional chefs Diploma (VRQ) - Distinction and Merit

**Education- Pre 2010**

Akeley wood Senior School, Akeley wood, Buckingham

AS Level Examinations in Maths, Phsyics, photography and design Tech

GCSE Level Examinations in 10 subjects 2\*A 8\*B

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| Business studies | B | I.T | B | English language | B | Science unit 2 | B |
| Design Technology | B | Maths | A | Geography | A |  |  |
| English literature | B | Religious studies | B | Science unit 1  | B |  |  |

**References**

I would be delighted to provide you with any number of references upon request.