ANDREW J WYATT

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PROFILE

Highly experienced Customer Service and Aftersales professional with a strong background in the motor trade, logistics, and large-scale event operations. Proven track record in operational coordination, stakeholder management, and delivering high service standards in fast-paced environments.

Trusted by leadership to manage time-critical tasks, communication, and process improvements. Skilled in DMS/CRM systems, warranty processing, and service operations. Known for a professional, customer-focused approach and the ability to coach and develop team members to improve performance and efficiency.

PROFESSIONAL EXPERIENCE

Glasgow 2026 Commonwealth Games

Deputy Fleet Manager | May 2026 – Present

- Assist with vehicle procurement, allocation, and distribution
- Manage VIP transport requirements, including vehicle allocation, scheduling and movement plans
- Coordinate VIP movements with relevant stakeholders, ensuring a high standard of service, discretion and operational readiness
- Manage supplier relationships across vehicles, maintenance and fuel
- Design and create operational plans for Fleet
- Develop cost-effective route planning to support sustainable movements between venues
- Support driver rostering, deployment and operational briefings, including VIP driver requirements
- Monitor fleet performance, availability and usage
- Maintain accurate records covering servicing, compliance, fuel and vehicle assignments.
- Support Fleet Command Centre operations and real-time transport coordination
- Assist with operational readiness, incident response and contingency planning
- Support post-Games reporting, performance reviews and continuous improvement

Woodlands Power

Aftersales Coordinator | Sept 2024 – Apr 2026

- Managed key client accounts supporting critical power services
- Coordinated emergency callouts, servicing, and maintenance
- Processed warranty claims from start to resolution
- Maintained engineer schedules and job accuracy
- Acted as primary liaison for stakeholders
- Conducted onsite client meetings to ensure service delivery
- Led business development with existing and lapsed clients
- Managed parts procurement, costing, and margins
- Reviewed engineer reports and ensured SLA compliance
- Oversaw workshop flow and advised on additional work
- Manage and oversee the implementation of quality, environmental, health and safety requirements to ensure compliance with the documented management system

Logistics Coordinator (FTC)

Oct 2023 – Mar 2024

- Planned and scheduled annual work programs
- Improved efficiency of manpower and equipment usage
- Allocated teams Geographically to reduce costs
- Managed end-to-end scheduling and diaries
- Produced capacity and budget reports
- Resolved operational challenges and maintained communication
- Streamlined engineering systems to improve efficiency and readability

FIFA World Cup Qatar 2022

Accommodation Bus Services Coordinator | Sept 2022 – Dec 2022

- Led the coordination and delivery of transport operations for tournament personnel, ensuring services were aligned with venue requirements, operational schedules and changing demand
- Managed, trained and supported a team of 16 staff, establishing clear roles, responsibilities and operating standards to ensure consistent and effective delivery
- Designed and implemented detailed operational plans for venue transport operations, incorporating resource requirements, scheduling, contingencies and escalation procedures
- Delivered daily operational briefings, ensuring teams were fully informed of priorities, changes, risks, responsibilities and stakeholder requirements
- Maintained strong relationships and regular communication with internal and external stakeholders, providing operational updates, managing expectations and resolving issues promptly
- Monitored operational performance and identified opportunities to improve processes, efficiency and service delivery, implementing practical improvements to enhance day-to-day operations
- Acted as Duty Manager when required, taking ownership of operational decisions, incident management, escalation and stakeholder communication in a fast-paced environment
- Identified and resolved live operational challenges, adapting plans and reallocating resources to maintain service continuity and minimise disruption

- Supported staff welfare in challenging environmental conditions, ensuring appropriate planning, communication and operational controls were in place
- Contributed to a culture of continuous improvement by reviewing operational processes, identifying inefficiencies and implementing clearer and more effective ways of working

Birmingham 2022 Commonwealth Games

Fleet Services Coordinator | May 2022 – Sept 2022

- Led the coordination of fleet services across multiple operational sites, ensuring vehicles, resources and support services were aligned with event requirements
- Managed and monitored claims, repairs and fines processes, ensuring issues were resolved efficiently and maintaining accurate operational records
- Managed external contractors and service providers, maintaining strong relationships and ensuring performance, service levels and operational requirements were consistently met
- Acted as Duty Manager for teams of up to 15 staff, providing operational leadership, decision-making and support in a fast-paced, high-pressure environment
- Developed and implemented operational processes, training programmes and contingency plans to improve consistency, resilience and service delivery
- Identified operational risks and implemented practical solutions to maintain fleet availability and minimise disruption to event operations
- Coordinated resources and priorities across multiple locations, responding effectively to changing operational demands and live issues
- Produced operational reports and performance information, analysing issues and recommending process improvements and efficiencies to enhance future delivery
- Worked closely with internal teams, contractors and external stakeholders to ensure clear communication, effective escalation and consistent operational performance
- Contributed to a culture of continuous improvement, reviewing processes and identifying opportunities to improve efficiency, service quality and operational resilience

Startin Škoda Worcester

Front of House Supervisor / Coordinator | Aug 2021 – May 2022

- Supervised service department front-of-house operations
- Managed bookings, workflow, and customer experience
- Supported advisors and technicians to meet KPIs

Listers SEAT Worcester

Senior Service Advisor | Feb 2020 – Aug 2021

- Managed team of 10 front-of-house staff and 6 technicians
- Oversaw workshop loading and daily operations
- Improved processes to maximize efficiency
- Delivered training and coaching to team members

EARLIER CAREER

- Toyota Worcester – Customer Experience Assistant Manager
- Lexus Birmingham – Customer Experience Assistant Manager
- Rybrook BMW/MINI – Senior Service Advisor
- Lexus Cheltenham – Customer Service Consultant
- Robex Industrial Products – Field Sales
- Hydro Automotive Structures / Cosworth Technology – CNC Operator
- Bransford Golf Club – Deputy Course Manager

EDUCATION & QUALIFICATIONS

- Emergency First Aid at Work
- Fire Warden Trained
- Manual Handling Awareness
- Certificate in Information Technology
- Certificate in Practical Word Processing
- British Institute of Innkeepers
- City & Guilds – Amenity Horticulture (Levels 2 & 3)