

Brilliant

CUSTOMER SERVICE

Alistair MacLennan **Consulting Partner**

Email: Alistair@brilliantcustomerservice.co.uk
Telephone: 07802 934 714



Professional Experience:

Alistair is a highly experienced International trainer whom for the last 28 years has successfully delivered training programs into many of the global FTSE and Fortune 100 organisations.

Alistair's passion for staff development and training was forged during the time he worked as a senior director in charge of large international customer service teams at Cisco, The Tellular Corporation and Millicom International Cellular. Many of these teams operated in some of the world's most competitive marketplaces.

Three years ago, Alistair joined Brilliant Customer Service as a Consulting Partner and is responsible for developing the company's overseas partnership program as well as helping to deliver workshops for local and international partners that have been tailor made and designed to target and quickly improve all current customer satisfaction and retention levels.

Areas of Expertise:

- Customer Service and Support Training
- All aspects of Sales Skills Development
- Time Management and Personal Effectiveness