



# Joe Brown

Head of Customer Operations  
at Personal Group

Milton Keynes, UK

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## Links

[LinkedIn](#)

## Languages

English (Native)

## About

I bring a wealth of experience in Customer Service and Sales, particularly within the financial services industry. I'm incredibly passionate about delivering the best possible customer service and delivering this through having a high performing and engaged team. Team engagement is vital to driving the performance and setting the culture to deliver great outcomes, something that I thrive in creating and embedding.

### BRANDS WORKED WITH

Personal Group

Connect Auto

Volkswagen Financial Services (UK)

## Experience



### ● Head of Customer Operations

Personal Group | Feb 2024 - Now

Heading the Customer Operations department, I spearhead the delivery of top-tier customer service and fulfillment of customer expectations through instilling a culture of high performance. I empower team members to prioritise customer-centric decision-making, ensuring their decisions align with customer needs. I oversee the coordination of Customer Service, Customer Loyalty, Complaints, Claims, and Admin teams to collectively achieve departmental objectives. Additionally, I cultivate an environment where developmental opportunities are available to all team members, tailored to their individual goals.



### ● Customer Service Manager

Personal Group | Mar 2023 - Feb 2024

### ● Account Manager

Connect Auto | Apr 2022 - Mar 2023

### ● Central Sales Development Manager

Volkswagen Financial Services (UK) | May 2020 - Apr 2022

### ● New Business Team Leader

Volkswagen Financial Services (UK) | Jun 2018 - May 2020

### ● Risk Control Analyst

Volkswagen Financial Services (UK) | Dec 2017 - May 2018

### ● Customer Resolutions Executive

Volkswagen Financial Services (UK) | Jul 2016 - Nov 2017

### ● Customer Service Advisor

Volkswagen Financial Services (UK) | Jun 2015 - Jul 2016