

JAMES HEDLAND

949.800.9251 jameshedland@gmail.com

WHY

Change lives, inspire and motivate others. Design, facilitate and orchestrate memorable experiences, that encapsulate the culture and mission at hand. Completing all of these goals, while maintaining 110% utility for maximum return on investments. Focus on sustainability to ensure a better tomorrow.

WHERE

DELIVERY MANAGER
Tesla

2016 - CURRENT

Manage and coach a team of 30+ Delivery Specialists handling of all staff related matters. Maintain CSAT averages, pipelines and metrics population. Created innovative strategies to ensure maximum ROI and employee utility within the delivery environment. Coordinate details/timing with manufacturing, logistics, finance, and DMV operations to ensure streamlined customer experience. Communication with engineering, marketing, and customer-facing elements to provide the most dynamic, group product presentations and follow up.

Train staff in best practices for an educational, productive and organic experience for our customers on delivery day. Continually present and produce resources and tools to streamline delivery operations. Create a comprehensive strategy to prevent unmanageable situations and to resolve escalations with creative solutions that advocate for both the Customer and Tesla. Frequently brainstorm and then implement proper cadence for workflow inter-departmentally. Proactively work towards sustainable and scalable business solutions that allow the most efficient growth possible within multiple departments including marketing, sales, and delivery. Maintain a strict, disciplined cadence of daily operations to ensure facility flow is optimal while maintaining assurance of accountability for store cleanliness, closing/opening checklists.

Highlights

- Established Delivery Training program, guidelines and signing execution guidelines for Tesla North America
- Streamlined delivery operations by pioneering and implementing an interactive, electronic flowchart map that updates in real time, drastically increasing efficiency
- Spearheaded the re-introduction of merchandise and automotive accessories sales in Orange County which stimulated sales growth by over 1,000% in just 30 days and attained the highest revenues in North America in Q4 2018.
- Consistently evolve operations strategy to meet goals in a high volume delivery environment effectively, the 2nd largest delivery center globally for Tesla.
- Design, facilitate and create all materials for on-boarding training for all new delivery staff, including complex technical vehicle systems, financial and legal documents, and all Tesla operational procedures.
- Successfully coached and mentored 14 employees into promoted roles within the company.
- Coordination with 3rd party vendors to increase efficiencies in workflow including replacing or growing accountability for vendors.

TECHNOLOGY AMBASSADOR
Porsche

2012 - 2016

FOUNDER
Hedland Creative Consulting, LLC

2002 - 2015

MAC GENIUS & TRAINING COORDINATOR
Apple

2006 - 2009

SKILLS

- 17+ yr. knowledge of auto, tech and experiential industry, including auto-finance, sales, delivery and logistics
- Studied human sociology, psychology and interaction (body language, customer service, etc.)
- Natural leader, management of personnel and operations, concise communication, Innovative
- Facilitation in small or large group settings, able to produce engaging and exciting content
- Very organized and meticulous about protocol, efficiency and brand standards, very detail oriented
- Comprehensive audio/visual, computer science and creative background, intimate knowledge of EV's

WHEN