

ACF Car Finance Call Centre Manager celebrates five year anniversary



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Press Release Summary: ACF Car Finance Call Centre Manager, Carolina Izzo, celebrates five year anniversary with the company

Press Release Body: **ACF Car Finance**, the UK car and bike finance provider, is paying tribute to **Call Centre Manager Carolina Izzo**, who has just celebrated her five year anniversary with the company.

Carolina, 30, has a wealth of call centre experience gained within the Financial Services Industry including not just [car finance](#) but Credit Cards, Personal and Secured Loans and Collections. Having started within the **Unsecured Loans Department at The Funding Corporation** back in February 2003, Carolina soon moved across to the [ACF Car Finance](#) Team where she started as one of only four **Direct Sales Representatives (DSRs)**. At that point her role concentrated on making outbound calls to prospect **ACF Car Finance** customers who had been introduced via third party organisations and through the internet.

Within the past 5 years, Carolina has seen the **ACF Call Centre** grow and develop and in April 2006 was awarded the role of **ACF Call Centre Manager**, heading up a team of 25 staff including two **ACF Car Finance Team Leaders** looking after inbound and outbound telemarketing, an **ACF Car Finance Training Officer** and 22 DSRs.

Carolina said, "My proudest achievement to date would be breaking the 5,000 application a month barrier. I'm now working towards the 6,000 a month target. It's rewarding to know I've been instrumental in the growth of the **ACF Call Centre**. Having seen it grow from 4 to 22 DSRs feels like a great accomplishment. I love the buzz of the call centre environment, having targets to hit really keeps you focused and motivated."

Lorna Rossi, Divisional Manager for ACF Car Finance added:

"Carolina's experience in the call centre has been invaluable to our success. As one of the first ever **ACF Car Finance DSRs**, her knowledge and understanding of the business is second to none. I look forward to the next 5 years and hope to continue to break lots more records."

About ACF Car Finance is a UK company that offers car and [bike finance](#), [car loans](#) and [car credit](#). **ACF Car Finance** boasts nine branches across the UK including Isleworth, Dunstable, Maidstone, Bristol, Birmingham, Manchester, Leeds and the East Midlands - with the latest branch now open in Livingston, Scotland. The company allows customers to conveniently apply for car finance online or via telephone.

ACF Car Finance stocks a wide selection of vehicles, most of which are between two and four years old, and all come with a full 136 point quality inspection and an independent M.O.T, so customers can be confident of purchasing a reliable car.

ACF Car Finance Limited. Registered in England Number 4757280. Registered Office: International House, Kingsfield Court, Chester Business Park, Chester CH4 9RF.

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