*Lesley​-Ann​ ​Roach*

**7 Barwon Place**

**Campbelltown NSW 2560**

**0407480240**

[**arielcrete@gmail.com**](mailto:arielcrete@gmail.com)

**Attention:** ​**Gold Tiger Logistics Solutions** ​**Recruitment Team**

***RE: Position Available - Customer Service - Transport***

Hi, my name is Lesley-Ann Roach and I would like to apply for a position at your company. I viewed a position available on Jora and after viewing your website, I decided to apply straight to the top.

I am currently employed by Concrite Pty Ltd at Sutherland headquarters in the Customer Service Centre/Transport Allocations.

I have extensive experience in customer service, taking orders from customers and troubleshooting any issues that may arise that may affect delivery and transport allocation of concrete trucks in a very busy fast paced industry, ensuring on time delivery of a highly perishable product. Also ensuring drivers manage fatigue breaks and comply with mass management of trucks.

I have a strong focus on safety and the environment/renewable resources, incident reporting and corrective action reporting.

Please see my resume attached for further information. I am looking for work closer to home as I currently travel two hours a day to attend the Sutherland Office.

I am available to start 16th May 2022.

Kind regards,

Lesley-Ann Roach

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| *Lesley-Ann Roach* | 7 Barwon Place  Campbelltown NSW 2560  **0407 480240**  **arielcrete@gmail.com** |

## Concrite Pty Ltd, Sutherland — *Transport & Dispatch Co-ordinator/Customer Service Supervisor*

### March 2001 to Present

Duties performed:

Customer liaison and concrete order placement taking 100+calls per day.

Strong commitment to customer service.

Concrete truck allocation to customers in the Sydney Metro Area.

Meeting deadlines in a high stress environment supplying and servicing large concrete pours.

Day to day scheduling/allocations of trucking requirements for 8 Concrete Plants in Sydney Metro Area.

Communicating mix requirements to the technical department/Lab.

Mix code creation in the Command system and download to the interface on the plant batch computer.

Payroll - Entering staff schedules into Kronos payroll system and approving wages weekly.

Supervision of staff in a busy customer service environment.

Unpaid COD collection/reconciling COD’s.

Editing orders/preparing for invoicing.

Customer Dispute/Complaint resolution/Conflict resolutions/Escalation of complaints to Senior Management.

Liaising with Production Managers/Account Managers.

Corrective Action Reporting.

Monitoring truck utilisation and ensuring hire truck use is kept to a minimum.

Ensuring trucks meet maintenance schedules.

Entering/editing projects in Command.

Problem solving and quick decision making when plant/truck breakdowns occur to ensure continuous service to customers.

Decision making regarding effective resale/recycling of leftover concrete.

Daily communications with plant staff/ drivers via phone/two way radio.

Sales and co-ordinating the pick up and delivery of recycled concrete Lock Blocks.

Providing team input, answering more complex questions from less experienced team members.

Strong safety focus and hazard identification.

Microsoft Office: Word/Excel/Powerpoint

Kronos/Command/Google Drive

## Pioneer Concrete Pty Ltd (now Hanson) July 1989 - March 2001

Level 5, 75 George St Parramatta

1999 - 2001

Central Dispatch

1998 - 1999

Laboratory Supervisor

Granville Lab

Certified NATA Concrete Tester

1997 - 1998

Central Dispatch Rollout - Customer Service Operator

1994 - 1997

Sales & Production Administrator/PA to Sales Manager & Metro Concrete Area Manager

1991-1994

Payroll NSW Concrete/Quarries

Workers Compensation Officer

1991

PA to Administration Manager

1989 -1991

Data Entry - Concrete/Quarry Weighbridge Dockets

Docket validation and editing

Mailroom

References on request.

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