**Nigel Hargraves**

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**PROFILE**

A service-orientated driver, highly effective in satisfying all customers by providing passenger satisfaction with an exceptional service and remaining calm in challenging circumstances. Reliable and familiar with road regulations, local roads and traffic patterns. A competent and careful driver with a strong focus on the safety of passengers and other road users. Accustomed to working with a range of passengers, including elderly and disabled customers, children, and adults, always maintaining a courteous personality, diplomatic manner and outstanding attention to detail. Currently studying JAVA Script and Web Developer Courses to expand knowledge within the IT Business

**TRAINING**

**Jamstack Bootcamp Web Developer Course**

This course has taught me the fundamentals of HTML and CSS and responsive design principles. Also delves into the art of resolving problems with JavaScript and exploring the tools and frameworks which I have been consistently applying to master the skills of modern development

<https://nigelhargraves.github.io/>

**KEY SKILLS**

* Excellent customer service engagement
* Shelving and Organisation
* Complaint Handling
* Effective Collaboration
* Meticulous and efficient work ethic
* Work well under pressure and able to work as part of a team and use own initiative simultaneously
* Excellent timekeeper, punctual, proactive and reliable
* Traffic Law Expertise
* Local road knowledge and roadside safety instruction
* Mechanics Knowledge
* JAVE Script and Web Development

**WORK EXPERIENCE**

**Arriva | Bus Driver Sep 2018 to Oct 2020**

* Smoothly handled resistant or hostile passengers in infraction of bus conduct and safety rules
* Operated buses on a variety of scheduled routes
* Assisted handicapped passengers when needed or required by operating lifts as well as side-by-side door to vehicle assistance.
* Identified operational and mechanical issues and reported same to garage technical crew
* Accurately recorded and reported pickup and drop results according to established procedures
* Developed and maintained positive customer relationships through effective communication

**Parcel Sorter | Driver Hire Agency Nov 2017 to Dec 2017**

* Sorting Parcels into different post code allocation bins for Royal Mail
* Developed reputation as an efficient service provider with high levels of accuracy.
* Responsible for sorting mail in the right place
* Maintained an effective pace to make sure the job was done fast and effectively

**Taxi Driver | Cary Lane Taxi’s LTD Jul 2010 to Sep 2017**

* Provided a high level of customer service and passenger relations based on outstanding communication and interpersonal skills.
* Arranged to pick up particular customers or groups on a regular schedule
* Provided excellent customer service, professionally managing sometimes belligerent customers.
* Maintained clean, pleasant cab interior and exterior
* Planned routes using map or satnav. Maintained consistent communication with dispatch via two way radios

**Class 2 Lorry Driver | Bibby Distribution LTD May 2004 to Jul 2010**

* Driving the lorry in a safe and efficient manner, delivering pallets of goods to the customer’s shops
* Remaining calm while under pressure to deliver goods within a specified time frame
* Following schedules and rotas
* Ensuring personal safety and safety of fellow drivers and pedestrians
* Implementing solid routes knowledge to avoid traffic and manage diversions
* Maintaining high standards of personal and vehicle hygiene and appearance

**Tug Driver | Humber Sea Terminal Sep 2003 to May 2004**

* Drove the tug to load and unload lorry trailers on and off ships, to help birth ships

**Fork Lift Truck Driver/Warehouse Operative/Delivery Driver | Jotun Paints LTD Nov 1989 to Sep 2003**

* Successfully complete all deliveries by time requested
* Coordinate delivery of large projects with various destinations/locations
* Planned and followed the most efficient routes for delivering goods
* Reviewed and packed deliveries for shipment
* Sorted items to be delivered according to the delivery route

**EDUCATION & QUALIFICATIONS**

Vale of Ancholme Brigg - GCSE English, French, Physics, Maths, Geography, Technical Drawing, Art

**INTERESTS**

Playing the guitar, music composition, simulation and strategy computer gaming and coding

**REFERENCES**

Available upon Request