

# ABEL BEYENE

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## Professional Summary

As a highly motivated and detail-oriented professional with a passion for business administration and customer service, I possess a diverse range of skills and experience that make me an asset to any organization. With a proven track record of success in managing administrative tasks and providing exceptional customer service, I am confident in my ability to excel in a variety of roles within the business sector. My background includes extensive experience in managing a wide range of administrative tasks, such as coordinating schedules, managing budgets, and maintaining accurate records. Additionally, I have a strong understanding of financial analysis and budgeting, which has allowed me to make informed decisions and contribute to the success of numerous projects. In terms of customer service, I have a natural ability to build strong relationships with clients and customers.

## Experience

<b>Customer Delivery Driver</b> <b>Tesco</b>	<b>07/2022 to 12/2024</b> <b>Greenford</b>
<ul style="list-style-type: none"><li>• Obtained signatures, took pictures or scanned goods during deliveries following company guidelines.</li><li>• Kept within delivery schedule times by following designated routes, effectively planning alternative routes during road closures or delays.</li><li>• Cultivated excellent first impression and maintained client relationships by delivering service with a smile.</li><li>• Conducted regular vehicle assessments, ensuring vehicles were roadworthy and safe.</li><li>• Maintained regular communications with route dispatchers, updating on locations, delays if necessary and route changes.</li><li>• Reviewed orders before starting journeys, ensuring delivery loads matched purchase order specifications.</li><li>• Maintained excellent customer satisfaction by delivering high-quality customer service and dealing with all matters appropriately.</li></ul>	
<b>Corporate recruitment consultant</b> <b>CRG (Corporate recruitment group)</b>	<b>07/2020 to 07/2022</b> <b>Remote</b>
<ul style="list-style-type: none"><li>• Recruited for concierge, janitors, building managers, estate development managers, and similar roles.</li><li>• Sourced and screened candidates using Bullhorn CRM and LinkedIn Recruiter.</li><li>• Managed job postings and applications via Zoho Recruit ATS.</li><li>• Conducted pre-employment screenings and assessments with HireVue.</li><li>• Scheduled and coordinated interviews using Microsoft Outlook and Teams.</li><li>• Ensured compliance with GDPR and employment laws through data protection tools.</li><li>• Developed strong client relationships and provided tailored recruitment solutions.</li><li>• Reduced time-to-hire by 25% through process optimization.</li><li>• Provided training and mentorship to junior recruitment consultants.</li></ul>	
<b>Driver/Courier</b> <b>Yodel &amp; DPD</b>	<b>03/2018 to 02/2021</b> <b>Hayes</b>
<ul style="list-style-type: none"><li>• Delivered important documents and packages to required destinations</li><li>• Ensured that all deliveries have been signed and delivered to the correct recipient</li><li>• Perform preventative and regular maintenance on vehicle</li><li>• Keeping an accurate record of deliveries and customer authorization and ensure all documentation is submitted to management on time</li><li>• Properly uses and maintains delivery equipment, including handheld scanner</li><li>• Keeping fit lifting heavy products or parcels</li><li>• Drive safely and followed all laws and rules of driving to maintain a safe and healthy work environment</li><li>• Keeping my vehicle clean and ensure it is well-maintained, has fuel, oil and is ready to drive</li><li>• Communication with customers by phone to update them of time of deliveries if there have been issues or changes to their estimated time of arrival</li><li>• Follow pre-planned route accurately without deviation from set course</li><li>• Maintain communication with management to be informed of any change of delivery, route or schedule</li><li>• Inform management of any obstructions to making safe, efficient deliveries on time.</li></ul>	

**Operative**  
**DELIFRANCE**

**02/2017 to 03/2018**

**London**

- To manage and work the operation within your daily area of responsibility, working as a team player of warehouse members
- Be responsible for achieving operational targets, goals and contractual KPI's, for the purpose of ensuring the provision of an effective and efficient quality service to the particular client
- To manage and motivate the team by giving direction and leadership monitoring performance to ensure the unit achieves high performance levels
- To ensure operational targets are met on a daily, weekly and monthly basis
- To provide accurate daily information to enable an effective handover
- Proactively encourage a positive and constructive relationship on site with the union and union representatives
- Ensure warehouse compliance with health and safety regulations
- Ensure any disciplinary action is carried out following company procedures and aim to resolve grievances on a day-to-day basis by leading by example
- Undertake such duties as may be reasonably required for the effective operation of the function and department

**Controller/Despatcher**

**05/2014 to 04/2017**

**Candy Cars**

**London**

- Greeted customers on phone and resolved their queries
- Coordinated with cab driver and ensured location is reached as per scheduled time
- Supervised working of cab drivers and completed required paperwork
- Provide feedback to management and resolved various customer & driver concerns
- Trained new employees in cab dispatching processes
- Scheduled pick-ups and drop offs and ensured regular airport runs.

**Assistant Manager**

**05/2014 to 04/2017**

**Dial-a-crate & Bagel'n'shake**

**London**

- Responsible for managing a team of staff in the bagel shop
- Created employee time sheets and handled requests for time off
- Interviewing new staff and determining their suitability
- Motivate staff to work to their best ability and discover new skills
- Held regular staff meetings and briefings
- Liaised with customers and suppliers on a daily basis
- Responsible for Cash management, ordering stock and stock control
- Maintaining the high standards of the coffee shop
- Maintaining and updating web-content

## **Skills**

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- |                                     |                                   |
|-------------------------------------|-----------------------------------|
| • Microsoft Word                    | • Microsoft Excel                 |
| • Microsoft Office                  | • Process improvement             |
| • Management                        | • Multitasking and prioritization |
| • Driver                            | • Administrative operations       |
| • Fast learner                      | • Customer service orientation    |
| • Customer Service Skills           | • Resource management             |
| • Office operation management       | • Documentation and reporting     |
| • External communication management | • Intercultural mediation         |

## **Education**

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**Bachelor's: Business studies with Marketing**  
WEST LONDON UNIVERSITY, E HIGH SCHOOL  
Twyford C of E College  
5 A to C GCSE's including Math & English

**July 2016**

**London**

**July 2001**

## **Interests**

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- NFT & Forex investment trading
  - Ai & networking function events via Eventbrite (incl. Open mic nights- poetry/freestyle dancing/comedy)
  - Travelling / sports