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**

Customer Delivery Driver 07/2022 to 12/2024

Tesco Greenford

* Obtained signatures, took pictures or scanned goods during deliveries following company guidelines.
* Kept within delivery schedule times by following designated routes, effectively planning alternative routes during road closures or delays.
* Cultivated excellent first impression and maintained client relationships by delivering service with a smile.
* Conducted regular vehicle assessments, ensuring vehicles were roadworthy and safe.
* Maintained regular communications with route dispatchers, updating on locations, delays if necessary and route changes.
* Reviewed orders before starting journeys, ensuring delivery loads matched purchase order specifications.
* Maintained excellent customer satisfaction by delivering high-quality customer service and dealing with all matters appropriately.

**Corporate recruitment consultant 07/2020 to 07/2022**

**CRG (Corporate recruitment group)** **Remote**

* Recruited for concierge, janitors, building managers, estate development managers, and similar roles.
* Sourced and screened candidates using Bullhorn CRM and LinkedIn Recruiter.
* Managed job postings and applications via Zoho Recruit ATS.
* Conducted pre-employment screenings and assessments with HireVue.
* Scheduled and coordinated interviews using Microsoft Outlook and Teams.
* Ensured compliance with GDPR and employment laws through data protection tools.
* Developed strong client relationships and provided tailored recruitment solutions.
* Reduced time-to-hire by 25% through process optimization.
* Provided training and mentorship to junior recruitment consultants.

Driver/Courier 03/2018 to 02/2021

Yodel & DPD Hayes

* Delivered important documents and packages to required destinations
* Ensured that all deliveries have been signed and delivered to the correct recipient
* Perform preventative and regular maintenance on vehicle
* Keeping an accurate record of deliveries and customer authorization and ensure all documentation is submitted to management on time
* Properly uses and maintains delivery equipment, including handheld scanner
* Keeping fit lifting heavy products or parcels
* Drive safely and followed all laws and rules of driving to maintain a safe and healthy work environment
* Keeping my vehicle clean and ensure it is well-maintained, has fuel, oil and is ready to drive
* 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
* Follow pre-planned route accurately without deviation from set course
* Maintain communication with management to be informed of any change of delivery, route or schedule Inform management of any obstructions to making safe, efficient deliveries on time.

Operative 02/2017 to 03/2018

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

**Education**

Bachelor's: Business studies with Marketing July 2016

WEST LONDON UNIVERSITY, E HIGH SCHOOL London

Twyford C of E College

5 A to C GCSE's including Math & English **July 2001**

**Interests**

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