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**James** **Brandes-Roche**

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| **Professional summary**  Experienced Traffic Management Foreman with a strong background in paperwork and administrative tasks. Extensive experience in overseeing and coordinating traffic control operations. Proven ability to maintain meticulous records and ensure adherence to safety regulations. Skilled in team leadership, problem-solving, and effective communication. Dedicated to delivering effective traffic management solutions while maintaining thorough records and compliance.        **Work history**  **Traffic Management Foreman**, **10/2015 to Current**  **Chevron Traffic Management - Detling**   * Completed Lantra 12A/B training, improving range of skills and knowledge in traffic management and installations. * Installed and set up temporary traffic management equipment to customer satisfaction. * Completed and submitted daily work reports and on-site documentation for accurate recordkeeping. * Collaborated with co-workers to determine workflows and delegate traffic management duties. * Installing, maintaining and removing temporary traffic management such as deploying cones, signs, frames, sandbags and other equipment. * Completed Site Hazard Assessments, reporting findings to inform project leaders.   **Customer Service Supervisor**, **10/2012 to 10/2015**  **Screwfix - Woking**   * Implemented customer complaint response strategies, providing rapid and effective follow up to ensure customer satisfaction. * Advised management of customer service trends, creating proactive strategies to maintain best practices. * Delivered feedback constructively to enhance staff performance. * Planned staff rotas to meet customer needs * Implemented personal development programmes to enhance staff capabilities and satisfaction. * Reviewed processes and practices regularly to achieve business goals. * Analysed statistics and KPIs to identify potential service improvements. * Documented department data and compiled accurate reports. * Recruited customer service team members and mentored in company policies and best practices. * Collected and verified employee timesheets and reported data to payroll. * Controlled resources and utilised assets to achieve service and sales targets. * Leveraged strong product and service knowledge to assist customers and resolve issues.   **Team Leader**, **10/2009 to 10/2012**  **SSP, Marks and Spencers - Woking**   * Professionally handled difficult customer complaints and objections to maintain first-class customer service standards. * Fostered positive employee relationships through communication, training and coaching. * Resolved employee relations issues and navigated disciplinary proceedings. * Implemented safe working methods and practices by conducting regular audits and workplace inspections. * Implemented and documented standard operating procedures to comply with audit and safety requirements. * Led shifts and motivated team to drive sales. * Promoted professionalism and effective communication among staff to develop productive relationships. * Maintained up-to-date data, records and receipts for audits and reconciliation. * Drove team to consistently exceed critical Key Performance Indicator (KPI) targets. * Set and monitored weekly targets for operational team to increase product sales and revenue. * Counted and packaged currency and coins. * Adhered to vault security procedures and access requirements.   **Installation Engineer**, **10/2007 to 04/2009**  **Jointing Technologies - London/Wakefield**   * Prepared site areas to determine readiness of installations. * Prepared and conducted overall installation program for clients. * Adhered to health and safety policy for optimised company compliance. * Installed domestic and commercial systems, using detailed drawings to achieve accurate results. * Documented installations and services for comprehensive future reference. * Maintained clean, tidy working environments for best possible safety practices and optimised staff wellbeing.   **Customer Service Assistant**, **06/2003 to 09/2007**  **Wickes - Woking**   * Adhered strictly to policies and procedures for continued company compliance. * Assisted customers with product complaints, logging issues for investigation and providing replacement items. * Guaranteed positive customer experiences by efficiently resolving customer concerns and complaints. * Trained new associates on cash register operations, advising on appropriate handling of customer sales, refunds and cashing up. * Assisted customers with varying questions using product knowledge and service expertise. * Provided warm, positive customer care from arrival to departure, encouraging return visits and repeat spending. * Maintained clean sales floors, organising merchandise for visually-appealing displays. * Observed organisational values and principles to provide excellent customer experiences.         **Education**  **2005**  **St John The Baptist 6th Form** - Woking, Surrey  3 A levels  **2003**  **St John The Baptist School** - Woking, Surrey  11 GCSE's        **Interests**  Computer programming Travel Music Sports Art Galleries/Museums        **Languages**  **English** **:**    Native |  | **Contact**  **Address :** 6 Southern Road, Camberley, Surrey Gu15 3QL **Address :** 6 Southern Road, Gu15 3QL, Camberley, Surrey  **Phone :** 07794206486  **Email :** jamieroche1987@hotmail.co.uk  **Nationality :** British        **Skills**   * Communication * Team work * Decision-Making * Attention to Detail * Leadership * Organisation * Adaptability * Problem-Solving * Interpersonal Communication * Communication * Team work * Decision-Making * Attention to Detail * Leadership * Organisation * Adaptability * Problem-Solving * Interpersonal Communication |

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