

## KEY SKILLS

- Effective in communicating verbally at all levels.
- Numerate with the ability to work accurately and with attention to detail.
- Accomplished in individual and team motivation.
- Challenging established methods and innovating change.
- Ability to assimilate new skills quickly.
- Knowledge of a variety of computer systems.
- Professional telephone/sales manner.
- Creative approach to problem solving.

## WORK EXPERIENCE

## MADRID, SPAIN

VARIOUS REMOVALS  
AND WAREHOUSE JOBS

MAY 2019 - APRIL 2021

Packing, portering and loading lorries for transportation with various home removal companies.

Some warehouse work at Kaizen Express SL preparing items for delivery.

## NICE MAN BIG VAN LTD

MANAGING DIRECTOR  
OF REMOVALS  
AND STORAGE COMPANY

AUGUST 2005 - MARCH 2019

- Design, production and SEO of own business website.
- Answering the telephone and follow up of sales enquiry leads.
- Surveying jobs and sending quotations for removals work.
- Booking and organisation of jobs with up to 15 workers daily.
- Export packing, portering and furniture dis-assembly/re-assembly.
- Loading furniture items and boxes securely for transportation.

**Achievements:**

- Winning over 700 positive Checkatrade reviews from clients.
- Running the business for 14 years.

AERIAL PHOTOGRAPHY  
FOR YOUSELF EMPLOYED AERIAL  
PHOTOGRAPHER

MAY 2005 - JANUARY 2007

- Follow up sales leads to commission aerial photographic assignments.
- Coordination with Police and Civil Aviation Authority to fly helium balloon for photographic sessions.
- Editing of photographic work to supply customers and stock photography libraries.

## LANTECH UK LTD

## TECHNICAL COURIER

APRIL 2004 - MAY 2005

- Organisation of stock levels held and daily route.
- Removal and banking of outdated system.
- Installation/testing of new system with relevant training for the merchant.
- Maintenance and repair of systems.

**Achievements:**

- Maintaining installations and repairs within specified timeframes.

## RED SEVEN LEISURE

## GIRLIE SHOW EVENT MANAGER

APRIL 2003 - APRIL 2004

- Management of event and coordination of staff..
- Overseeing all aspects of the event including welcoming the customers.
- Dealing with any customer problems.
- Photography of event and arrangement of photographs on website for sale.

## EDGAR'S COOL WATER

CUSTOMER SERVICE/SALES  
AND MAINTENANCE DRIVER

OCTOBER 2002 - SEPTEMBER 2003

- Organisation of stock and daily route.
- Delivery of water cooler equipment on free 1 month trial.
- Sales of cooler equipment to potential customers.
- Maintenance and repair of necessary equipment.

**Achievements:**

- Daily routes completed.
- Weekly sales targets achieved.

## INKFISH CALL CENTRES

## TELESALES REP/COACH

FEBRUARY 2002 - OCTOBER 2002

- Telephone sales calls to potential customers.
- Testing of new scripts and updating of training manuals for team.
- Individual coaching of team members and reporting of session.

**Achievements:**

- Daily sales targets achieved.
- Coached team members results improved.

NORTHERN METERING  
SERVICES LTD

## DATA COLLECTION OPERATIVE

NOVEMBER 2000- FEBRUARY 2002

- Basic car maintenance.
- Organisation of industrial/residential routes.
- Reading and reporting of rigged or damaged gas meters.
- Compilation of results and reporting to management.

**Achievements:**

- Maintaining accurate results on target.

## WORK EXPERIENCE

### **FINELIST GROUP PLC** **LOGISTICS DRIVER**

NOVEMBER 1999- AUGUST 2000

- Driving and basic maintenance of Mercedes Sprinter van.
- Collection and distribution of stock to and from warehouse/stores.
- Organisation of pickup/distribution according to stock required.
- Maintaining pickups and deliveries within specified timeframes.

### **KELLYS SERVICES** **VARIOUS WAREHOUSE/ DRIVING ASSIGNMENTS**

MAY 1999- NOVEMBER 1999

Also successfully running of own weekend market stall and website with own product range

### **LEGAL AND GENERAL ASSURANCE PLC** **FUTURE PRODUCT FRAMEWORK REPRESENTATIVE**

OCTOBER 1998 - APRIL 1999

- Answering customer related queries via telephone and letter.
- Processing of applications onto new FPF system.
- Testing new system with setup of applications.
- Design and composition of reports for new system user problems.
- Training Customer service departments on new system processing screens.
- Presenting findings to management on any system user faults.

#### **Achievements:**

- Establishing system application process and implementing appropriate training.
- Redesign of departmental process manual to comply with new system.

NOVEMBER 1996- AUGUST 1998

### **Travelling /Teaching English in India**

### **PERSONAL TELEPHONE FUNDRAISING**

### **TELEPHONE FUNDRAISER**

FEBRUARY 1996- OCTOBER 1996

- Fundraising for various charities and pressure groups.
- Coaching of team members and reporting of issues.
- Organising of payment plans for contributors.
- Answering the telephone hotline for disasters dealing with sensitive issues.
- Updating information on database for collector's assignments.

#### **Achievements:**

- Overall improvement in results for team members coached.

AMERICAN EXPRESS EUROPE LTD

### **SENIOR SATISFACTION SURVEY ANALYST**

NOVEMBER 1992- SEPTEMBER 1995

- Design of survey layout.
- Maintaining up to date data collection on survey-able population.
- Composition and production of quarterly survey reports.
- Assess future survey target mailings dependant on card member response.

#### **Achievements:**

- Played key role in development and testing of survey process.
- Setting up automatic 'Copy/Play' functions for updating survey information.
- Production of desk instruction manual using info mapping techniques.

### **SENIOR QUALITY ASSURANCE ANALYST**

JULY 1989 – NOVEMBER 1992

- Maintaining data samples for timeliness/accuracy measurement.
- Analysing of departmental processes for timeliness and accuracy.
- Composition and production of monthly timeliness/accuracy report.
- Presenting Senior Management findings and highlighting areas of concern to improve processes.

#### **Achievements:**

- Implementation of automated enquiry tracking system to replace manual timeliness measurement.
- Establishing departmental accuracy process and implementing appropriate training.

### **QUALITY ASSURANCE ANALYST**

SEPT 1987 – JULY 1989

- Collection of data samples for timeliness/accuracy measurement.
- Analysing of departmental processes for timeliness and accuracy.
- Composition and production of monthly timeliness/accuracy report.

#### **Achievements:**

- Redesign of existing executive correspondence database.