

# GEOFF FARRAND

## CONTACT

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## PROFILE

- I hold a full UK driving licence and am eligible to work in the UK
- I am positive, friendly, and approachable and have demonstrated this in my experience. I enjoy working outdoors, in all weathers, within the community and am a good communicator with great interpersonal and customer service skills.
- I am self-motivated, committed and enjoy working independently.
- I am willing to undertake any kind of learning, training and development.
- I consider myself to be a valued key member of a high performing team.
- I have proven experience of my ability to get on well with people and am confident to have difficult conversations.
- I am respectful of other people's point of view but am also not easily upset or offended by others.
- I am able to think quickly and be calm in stressful situations and am genuinely motivated to help people and solve problems.

## EDUCATION

Bolton Institute of Higher  
Education, Bolton.

## BTEC Certificate of achievement in computing.

## Modules gained.

Data Processing and Information Systems – Pass.

Computer Systems and Communication – Pass.

Business Operations - Pass.

Software Development, Principles and Practice -  
Merit.

Data Processing and Information Systems 2 -  
Pass.

Relational Database Systems – Pass.

Computer Systems and Communication 2 – Pass.

Commercial Software Implementation – Pass.

Systems Analysis – Pass.

Database Systems Engineering – Pass.

## EXPERIENCE

## Sales & Delivery Driver

Rington's March 2018 - June 2024

March 2018 - June 2024

The role involved stock picking, van loading, driving to deliver and sell products to the customer and growing customer numbers on established routes in the area. • Hold a full UK driving licence and be eligible to work in the UK • Being positive, friendly, and approachable.

- Working outdoors, in all weathers, within the community.
  - Good communicator with great interpersonal and customer service skills.
  - Self-motivated, committed and enjoy working independently.
  - Digital training Academy with L&D (Learning and Development) and career pathways.
  - Be a valued key member of a high performing team.
  - Utilise hand-held devices to capture, document and communicate proof of delivery.
  - Handling money, cashing up and stock take.

# Norden County High School, Rishton, Lancs.

CSE – Mathematics – Grade 2.  
CSE – English Language – Grade 3.  
CSE – English Literature – Grade 3.  
CSE – Human Biology – Grade 2.  
CSE – History – Grade 3.  
CSE – Chemistry – Grade 3.

## Customer Service Advisor

Bensons for Beds Call Centre November 2015 – March 2018

- Helping customers having problems, such as product issues, late deliveries and damage from deliveries.
- Be a valued key member of a high performing team.
- Supporting with customer complaints and queries.

## Customer Service Advisor

BT Call Centre December 2014 – November 2015

- Helping customers having problems with services, such as helping people to understand their bills, getting them back online when their connection goes down and talking them through products and how to use them.
- Be a valued key member of a high performing team.

## Customer Service Advisor

E-on Call Centre April 2014 – November 2014

- Supporting customers with home moves.
- Empathise and build rapport with customers, with an outgoing, self-motivated and friendly personality.
- Great communication skills and be comfortable handling a large amount of inbound and outbound calls.
- Deal with challenging situations in a professional manner.
- Processing and reacting to change in a proactive way in-line with changing regulations.
- Exercise initiative and use judgement to make decisions.
- Demonstrate resilience in a fast-paced changing environment and work well under pressure.

## Customer Service Advisor

BT Call Centre April 2004 – March 2014

- Helping customers having problems with services, such as helping people to understand their bills, getting them back online when their connection goes down and talking them through products and how to use them.
- Be a valued key member of a high performing team.

## Storeman

Barrett's Shoe Shop October 2003 – April 2004

- Managing deliveries and managing stock levels.
- Receiving and dispatching goods from the stores, storing goods received appropriately and resolving discrepancies in the delivery of goods.

## Fabric cutter/Warehouse Operative

Hall and Letts June 1998 – October 2003

- Preparing material for garments by measuring, placing marks, and cutting the fabric or textile to the proper specifications.
- Receiving, storing and dispatching goods and products from a warehouse, ensuring that orders are shipped to customers on time and without damage, whilst keeping the supply chain running smoothly and efficiently.

## General Labourer

Wills Fabrics June 1996 – June 1998

- Preparing material for garments by measuring, placing marks, and cutting the fabric or textile to the proper specifications.

## General Labourer

Wills Fabrics February 1990 – August 1994

- Preparing material for garments by measuring, placing marks, and cutting the fabric or textile to the proper specifications.

## General Labourer

Priestly Shoe Factory

June 1986 – February 1990

• Sewing, gluing and polishing the final components to complete footwear. Using tools and equipment to repair and fix broken footwear.

• Using tools and equipment to repair and fix broken footwear.