

CURRICULUM VITAE

PERSONAL INFORMATION

Benjamin James Charlesworth

10 dobie street
Barnsley
S70 4JJ

Mobile 07956442198

Daveleewrath1984@gmail.com

Full hgv class 2 licence achieved on 02/04/2019

Full cpc achieved on 29/03/2019

Owner of digital tachograph card

WORK HISTORY

DELIVERY SPECIALIST

CAZOO

October 2019 - Present

As a Delivery Specialist I am responsible for creating a delivery experience that customers love, ensuring great quality. I am responsible for the safe loading and unloading of cars onto an enclosed transporter both 5.5t and 7.5t vehicles. In my role I assess vehicles that we purchase and have as part exchanges, from a full and through visual inspection to a basic mechanical inspection. When delivering cars it is my job to make sure the customer is comfortable with every aspect of the car, talking them through different controls and functions and ensuring that they have a good experience.

AGENCY CLASS 2 WORK

April 2019 - October 2019

I worked a number of agency jobs including for Suez as a refuse collector driver, McGregors doing multi drop palletised work and Bookers delivering roll cages to local convenience stores.

SIGN AND VINYL TECHNICIAN

ALIGATOR SIGNS

January 2017 - April 2019

In my role as a sign and vinyl technician I am responsible for the producing and installing of signs and the production and fitting of vinyl wraps on cars, vans, trucks and trailers.

POSTMAN

ROYAL MAIL

September 2016 - January 2017

I am responsible for the sorting of mail, loading and unloading of vehicles and delivering mail and parcels within a specified time frame. I work as part of a team for part of the day but am also responsible for lone working where I manage my time and complete my job effectively.

MANAGER

Humpit Hummus

March 2016 – August 2016

Responsible for the daily running of a fast food outlet, specializing in hummus and falafel. I am responsible for delivering the best customer service possible and ensuring all staff members provide the customer service that the owners expect. I am also responsible for the opening and closing the store, setting up, serving, cleaning, paperwork and all daily banking.

OUTBOUND SALES

XLN

September 2015 - March 2016

Working under a team leader to achieve strict targets and KPIs on an outbound sales role. Outbound cold calling phone and broadband campaign to small to medium businesses.

FUNDRAISER (temp job)

Marie Curie

June 2015 - September 2015

working in private sites such as shopping centres, supermarkets etc to promote a positive image of the charity. I was based across 3 platforms, direct debits, lottery and text giving. This role would involve working as part of a small team of two people as well as working alone at times.

OUTBOUND SALES

Webhelp UK

March 2015 - June 2015

Working under a team leader to achieve strict targets and KPIs on an outbound sales role. Outbound mobile phone upgrade campaign with existing customers. Working as part of a small outbound team alongside an inbound team. Overtime covered inbound work as well as outbound work.

BAR STAFF

Old No 7

September 2014- March 2015

Working under the general guidance of the Bar Manager, assisting in the smooth running of the bar area to deliver a high standard of service and customer satisfaction. Providing a visible presence to ensure that all customer requests and queries are responded to promptly and effectively.

E-RETAIL MANAGER

Barnsley Hospice

April 2013-June 2014

This post within the same company now moves me into the online retail side of the business. I am responsible for selling unique items through eBay and other online mediums. I am responsible for all takings via PayPal and achieving strict monthly targets which are accurately tracked through Microsoft Excel spreadsheets. I am also responsible for dealing with all online orders of new goods. It is my job to dispatch all items and replenish stock if it is running low, ensuring that we always have enough stock to fulfill orders.

ASSISTANT MANAGER

Barnsley Hospice

September 2012- April 2013

This post is a promotion from my previous role as a Retail General Assistant. My role encompasses working between two shops. I assist the shop manager in the day to day operational management while promoting the hospice in a positive manner. I ensure sales and financial targets are exceeded whilst giving the highest standards of customer service possible. I help to monitor and control pricing and am accountable for shop takings. An important part of my role is being responsible for a team of 30+ volunteers who I ensure

follow all regulations and keep a positive happy working atmosphere between the entire team.

RETAIL GENERAL ASSISTANT

Barnsley Hospice

December 2009 – September 2012

I was employed at the Barnsley Hospice furniture shop, as a General Assistant on 21 hours per week. This involved handling customer requests and queries both face to face and over the telephone. I booked in collections for people wanting to donate to the shop, and also arrange deliveries for purchasers. This is a very customer focused role and I have to be able to communicate with people from a broad spectrum of backgrounds. I deal with sales on the shop floor including using the till and the switch machine. This role also required me to be fit and active as I had to be able to move the furniture and assist the drivers.

CASHIER/FOOD SERVICE

McDonald's

September 2009 – December 2009

This was a fast paced high pressure environment what included working in a medium sized team to deliver a friendly front to customers and a fast service. This taught me most of my customer service because you would deal with hundreds of customers an hour and many complaints due to sheer volume of customers and little staff.

BANQUETING WAITER

Ardsley House

October 2008 – February 2009

This was a christmas temporary position at Ardsley House Hotel, in the banqueting suite. Duties included silver service at a variety of events, preparation of the banqueting suite prior to events, and providing excellent customer service.

VOLUNTEER

Barnsley Hospice

September 2005 – Present

I have been a volunteer since I was 13 years old. I still volunteer for the events team which includes selling raffle tickets, working on retail stalls and assisting in general at events and functions when available.

DELIVERY PERSON

Barnsley Independent

November 2007 – February 2008

Responsible for ensuring that each paper contained correct inserts, and was delivered to each of approximately 200 homes on a specific area within a set time-scale.

EDUCATION

HOLGATE SCHOOL SPORTS COLLEGE, BARNSELEY

September 2003 – June 2009

Examinations sat in 2009 – English (double), Math, History, Business Studies (double), Graphics, Science (double), Learning for Life. Achieved A* – C grades in all subjects.

TRAINING COURSES

E-Retail, Ebay and Amazon Selling Course via Dove House Hospice
Health & Safety in the Workplace
Leaders & People Programme via Fathom Learning
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HOBBIES

In my spare time I play roller derby with the only men's roller derby team in Sheffield. This is an enjoyable full contact team sport and we train 2-3 times a week. I am also the event coordinator for our league and arrange for our A team and B team to play home and away. I have represented our A and B team in England, Wales and Sweden. I am the assistant head coach for the Barnsley women's team and their Bench Manager. I also enjoy reading, creative writing and cooking.

SKILLS AND ABILITIES

I would bring to any position enthusiasm and hard work. I am friendly and approachable. I think that I have high expectations regarding customer service, and this means that I would offer the type of service that I would expect to receive.

REFERENCES

Nicole Reith
Operational Lead
Cazoo
Nicole.reith@cazoo.co.uk
07791209527