

BERNADETTE JONES

CONTACT



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6EN



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SKILLS

- Team leadership
- Contract development and management
- Business strategy
- Issue resolution
- Staff mentoring
- Customer-facing leadership
- Microsoft Office Suite expertise
- Staff recruitment
- Target implementation
- Policy development
- Operations oversight
- Business administration
- Programme oversight
- Negotiation
- Project management
- Issue and conflict resolution

ADDITIONAL INFORMATION

- I have recently completed my theory tests to achieve my HGV Licence, I also hope to complete/gain my licence within the next few months. Opening up opportunities to make a career in transportation.

Trustworthy worker with numerous years of practical experience and dedicated work ethic. Self-motivated to consistently provide first-class results in line with stringent targets and deadlines. Responsible individual, passionate about delivering outstanding quality and service, to any role undertaken.

EXPERIENCE

August 2018 - December 2022

Nights manager/Driver SRM Logistics, Swansea, West Glamorgan

- Supervised and mentored junior team members, providing detailed instructions and guidance to maximise team efficiency.
- Employed outstanding communication and relationship-building abilities to lead by example in providing first-class customer care.
- Achieved management objectives, consistently hitting deadlines and performance targets.
- Encouraged staff to learn and develop new skills to meet individual and team goals.
- Taught employees how to best serve customers and enforced standards to build brand loyalty.
- Evaluated employee skills and optimised assignments to best use individual talents and knowledge.
- Managed calendar to schedule employee shifts, maintaining organised operations and complete staff.
- Drove in various types of conditions and roads, adapting appropriately for safety purposes.
- Handled customer complaints regarding deliveries and goods in a calm and professional manner.
- Read maps to determine the safest and most efficient routes, using GPS to determine road closures and traffic delays.
- Maintained outstanding customer satisfaction by delivering goods on schedule and providing excellent customer service.
- Communicated with customers through phone or email update them on delivery times or encountered issues.
- Managed re-deliveries or placed items in secure places in the event of unanswered doors.

August 2017 - January 2018

Warehouse Operative Amazon, Swansea, West Glamorgan

- Regularly exceeded performance and productivity targets through accurate, efficient picking and packing.
- Consistently complied with workplace health and safety measures to minimise operational risk.
- Picked orders to meet productivity targets.
- Identified and removed damaged products, quickly replacing items with quality stock to minimise customer delays.
- Understood warehouse product placement, enabling efficient picking and packing services.
- Carried out day-to-day warehouse duties with care and attention, maintaining compliance with safety standards.
- Scanned, sorted and diverted packages to appropriate warehouse departments for ease of access and accurate tracking.

September 2014 - August 2017

Cleaning Supervisor *Morrisons/Glamorgan Tiles*, Swansea, West Glamorgan

- Oversaw cleaning crew to ensure exceptional service in line with company standards.
- Trained new employees on procedures.
- Helped senior management plan and carry out daily operations and meet key objectives.
- Identified and notified management of damaged items requiring repair, replacement or upgrades.
- Delegated team tasks, capitalizing on individual strengths to support resource allocation.
- Settled employee disputes and answered questions to keep operations running smoothly.
- Stayed up-to-date in company's procedures, regulations and best practices by attending training and reading company manuals.
- Kept cleaning equipment in good working order by conducting routine maintenance and inspections.

February 2008 - June 2014

Healthcare Assistant *Royal Glamorgan Hospital/Homecare*, RCT, Mid Glamorgan

- Built strong, trusting relationships with patients by providing continuous support and delivering best possible care.
- Helped patients with bathing, meal assistance, toileting and mobility support.
- Reduced patient anxiety by clearly and calmly explaining clinical processes and procedures.
- Obtained current medical information, weight, height and vital signs to aid care planning.
- Kept public areas clean and hygienic by performing routine sanitisation tasks.
- Charted patient information related to vital signs, pain management and daily inputs and outputs.
- Measured and recorded patient temperatures, pulse, respirations and weight throughout hospital stay.
- Monitored patient health, behavioural and physical changes, promptly reporting concerns to ward supervisor.

EDUCATION

2001

GCSEs

Dwr Y Felin Comprehensive School, Neath, NTL