

Callum Kilshawe-Fall

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Dedicated and results-oriented individual with a proven track record of exemplary customer service and personal organisational and administrative skills. Committed to continuous learning and staying updated with the latest relevant information pertinent to my role. Seeking to leverage my life experience to embark on a new career as a HGV driver.

Personal Details

Driver's License: CE, Cars, Large vehicles
Eligible to work in the UK: Yes

Work Experience

Delivery Driver Engineer

Quingo Mobility Scooters - UK Wide
April 2023 to August 2023

My primary responsibilities in this role were to action a workable solution to electro-mechanical faults on a clients mobility scooter, whilst simultaneously managing their expectations and providing practical information and advice specific to their individual circumstances.

Communication Rating

Royal Fleet Auxiliary, MOD - International
September 2022 to March 2023

My primary duty in this role was to facilitate the dissemination of information between naval units and the authorities that controlled them. I achieved this through the use of radio, satellite communications, flags and morse code via flashing light. I would often find myself in challenging outdoor environments when conducting message transmissions via flashing light, so I have become accustomed to working in poor weather conditions as a result which is one of the main strengths I have derived from this role. I learnt the importance of clear communication in the pursuit of a common objective in this role which allows me to integrate into new environments with new people quickly and effectively.

Dual Fuel Smart Meter Engineer

SSE/OVO - UK Wide
October 2017 to December 2021

My main duty in this role was to install electric and gas smart meters in people's homes. I had to carry out visual safety inspections of gas appliances and react accordingly to dangerous situations. I often found myself in challenging situations, which has strengthened my communication skills and ability to work more efficiently within rigid time frames. I was responsible for planning my working day, and pro-actively managing an engineering stock system for the various materials I needed to complete my daily work. An

ability to adapt my customer service approach based on the individual I'm dealing with day to day is a crucial skill I've learnt in this role. I also attained 4 years of van driving experience in this role.

Emergency Breakdown Coordinator

Ryder - Devizes

March 2015 to October 2017

My main task in this role was to manage live breakdowns on anything from vans to articulated lorries. The job was different every day, with new challenges presented all the time. A high pressure role, which included dealing with concerned customers about potentially lost loads, stranded drivers and down time on vehicles. Planning routes in regards to vehicle recovery was essential considering customer needs and adhering to Ryder policy. This job has greatly improved my communication, empathy, logical thinking and problem solving skills.

Education

GCSE in English Language - A

Avon Valley College

September 2005 to July 2010

GCSE in English Literature - A

Avon Valley College

September 2005 to July 2010

GCSE in Mathematics - B

Avon Valley College

September 2005 to July 2010

GCSE in Geography - B

Avon Valley College

September 2005 to July 2010

Skills

- Adaptable, able to plan, administrate and organise my own personal workloads.
- Actively participating in Health & Safety in the work place.
- Logical thinker and problem solver with a very high degree of attention to detail.
- Ability to exploit, collate and disseminate information from a variety of sources and able to achieve and maintain given deadlines.
- Keen to learn and quick to grasp new concepts and policies.
- Commercial Driving

Certifications and Licenses

Cat C+E HGV License

September 2023 to Present