



CONNOR ARMSTRONG

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Summary

Dependable and service-focused Courier motivated to deliver consistent, prompt and courteous service. Reliable and energetic when comes to driving.
Responsible Driver skilled at navigation and providing efficient, on-time deliveries. Possesses comprehensive visual memory and excellent sense of direction.
Experienced driver careful with deliveries and good at planning optimum routes. Reliable in meeting schedules with minimum delays, no accidents and well-maintained vehicle. Attentive to details of individual delivery requirements and changing traffic conditions.

Experience

Multiple companies Donaghadee, County Down Delivery Driver 01/2017 - Current	• Operated motor vehicles safely and in line with UK Highway Code. • Met and surpassed productivity targets and quality standards. • Established long-term customer relationships through prompt and courteous service. • Handled merchandise carefully to provide safe delivery. • Stayed vigilant and within safe driving practices when operating vehicles. • Managed safe, efficient and timely delivery of [Number] [Type] per day. • Maintained vehicle in optimum condition for safety and reliability. • Determined optimum route to meet schedule targets and satisfy customers. • Managed planning of efficient and safest routes for journeys using maps and GPS systems. • Successfully changed and planned alternative routes for journeys, usually at short notice, when routes become congested or closed. • Completed daily [Type] deliveries without error or delay.
Mangoo Bangor, Down Customer Sales Representative 05/2015 - 03/2016	• Secured long-term accounts, providing recommendations to promote brand effectiveness and product benefits. • Developed professional sales presentations, seminars and exhibitions to creatively communicate product quality and market comparisons. • Boosted client retention, establishing sales goals and securing targeted rates. • Addressed customer inquiries and concerns to facilitate decision-making and minimise anxiety or hesitation. • Addressed customers' questions, problems and complaints in person and via phone. • Liaised with customers to determine needs and provide recommendations. • Interfaced with customers to resolve problems and meet diverse needs.
Belmont thornton Bangor, Down Payments Processing Facilitator 11/2013 - 01/2015	• Scheduled late payments based on debtors' financial situation and company policy. • Assessed client needs and investigated different courses of action. • Documented value of debt collections and updated customer balances

to reflect clearance or new totals.

- Showed tact and diplomacy when communicating with customers and resolving conflicts.
- Navigated different debt collection systems and methods.
- Maintained robust records of financial transactions and interactions with debtors.
- Enforced laws and policies regarding contractual obligations to pay debt.
- Classified and calculated debt costs using company practices.
- Analysed financial risk of collection plans and determined optimum approach to recover funds.

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Donaghadee, County Down

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01/2011 - 01/2013

- Built and maintained courteous and effective working relationships.
- Troubleshoot problems and diagnosed system faults.
- Thrived in fast-paced environment with energy and enthusiasm.
- Developed excellent working knowledge of industry trends and improvements in processes.
- Maximised customer engagement and satisfaction by delivering excellent customer service.
- Achieved service time and quality targets.
- Inspected products and services to comply with quality standards.
- Maintained clean, safe working environments to eliminate accident risks.
- Handled customer concerns and escalated major issues to supervisor.
- Operated equipment to exceed production targets.

Skills

- Drive up to 60 hours a week
- Deal with customers on a personal basis
- Route planning
- Holder of a cat c license and cpc card
- Able to work well with others
- The want to excel in this new career choice
- Loyalty
- Wi

Education

Serc Newtownards | Newtownards, County Down

NVQ Level 3 in Motor vehicle mechanics

2011

Glastry | Ballyhalbert, County Down

GCSEs in English math and computing

2007

Certifications

- Catagory c licence
- Cpc module 4
- Tachograph card