

Daniel Dowling

Rac recovery driver

Darlaston WS10 8AJ

danieldowling@yahoo.com

+44 7444 771638

I am a confident person who is self motivated with excellent communication skills (written and verbal). I am a team player who enjoys working as part of a team, but has the initiative to work independently. I have strong customer service experience and is comfortable communicating with people from different back grounds and levels of seniority. I have excellent organisation skills and hold the ability to prioritise work for maximum efficiency. I thrive working in a fast paced environment and has proven to work well under pressure. I am willing to go the extra mile to meet deadlines and enjoys learning and taking on new challenges

Personal Details

Driver's License: C1E, CE, Cars, Large vehicles, Light Vehicles, Medium vehicles, Motorcycles

Eligible to work in the UK: Yes

Work Experience

Recovery Driver

RAC - Walsall

June 2019 to Present

Attending broken down or rtc damage vehicle's safely loading and unloading said vehicle's
Dealing with and managing customers

Incident Manager

DAFAid - Walsall

July 2017 to Present

DAFAid is a worldwide known breakdown company that specialise in DAF trucks, our department manage and oversea all UK breakdowns.

Complying with company procedure.

Complete online training on a adhoc basis.

Working with the general public, management, technicians and DAF Aid customers on a daily basis over the telephone and email.

Ensuring customers are kept updated throughout their breakdown.

Dealing with complaints or problems which may occur, if not knowing the solution by going the extra mile to find out how to solve this.

Flatbed Recovery Dispatcher

RAC Flatbed Recovery - Walsall

April 2015 to July 2017

West Midlands

RAC Flatbed Recovery team dispatches breakdowns to a fleet of drivers nationwide.

Ensuring customers, drivers, colleagues and management are kept updated at all times, this can be face to face, via telephone or email.

Keeping as many breakdowns in-house to keep contractor costs to a minimum.

Dispatch jobs to drivers, having to consider length, weight limits and drive time.

Take in-bound calls dealing with general queries and complaints.

Dealing with private and confidential information on a daily basis.

CSC Nights - Walsall

August 2014 to April 2015

CSC nights team cover breakdowns nationwide during the out of hours.

Manage patrols, flatbeds, contractors and customers.

Arranging hire cars, taxis and hotels for customers.

Working as a team to ensure that excellent service is provided.

Working on your own initiative.

Ramp Agent

Serviceair - Birmingham

February 2013 to August 2014

Based at Birmingham International Airport transferring luggage from the baggage haul to the correct air crafts.

Sorting the correct baggage for the correct flights.

Transporting luggage to the correct aircraft.

Unloading and loading luggage and cargo on the air craft.

Applying to health and safety regulations at all times.

Breakdown - Birmingham

May 2008 to February 2013

Redhill Rescue Solutions - Birmingham, West Midlands

Redhill rescue solutions are a breakdown company based in Birmingham.

Dispatching service vans and recovery trucks, this includes private customers and a number of breakdown clubs.

Assisting with recoveries as and when needed. This includes loading and unloading customer vehicles onto recovery trucks.

Ensuring customers and clubs were kept updated during their breakdown.

Dealing with complaints and following company procedures.

Education

GCSE in ENGLISH

Sheldon Heath Community School - Birmingham

2004

Skills

- EXCELLENT COMMUNICATION SKILLS (Less than 1 year)

- SELF MOTIVATED (Less than 1 year)
- Incident Management

Additional Information

Skills

Excellent communication skills Excellent time keeping
Flexible Self Motivated