

# James Cope

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I have proven communication and IT skills, that can be put into practice as part of a team or individually.

My volunteer work at Derbyshire Fire and Rescue Service was in place for 3 years. In my time I gained valuable experience with not just Fire Safety, but with numerous other things including IT skills and being able to deal with things in the moment.

I was one of only two people in Derbyshire, to achieve the Platinum Volunteer Award for Completing 500 hours and was approaching 1000 hours with the service towards the end of my time. I also achieved Runner Up for the Volunteer of the Year Award, out of the 150 Volunteers in Derbyshire at that time.

I joined and became a member of a local charity called Gears of Goodwill. Where we fed the homeless population in Derby every week, which included but was not limited to homeless veterans. Since joining Gears of Goodwill, I had helped the charity start up a Facebook Page to help advertise the work they do, along with setting up a website to further help the charity gain exposure and donations. I also designed all leaflets and posters that we used to advertise our fundraising events. When at the street kitchen I would be supervising to make sure our volunteers were safe, while also helping anyone that required help.

At Buy It Direct I worked within the Home Delivery team of the internal Transport Department. While being a part of this team I have gone from being a Route Planner to working closely with other departments across the company to understand and resolve investigations to do with complex issues relating to the Home Delivery operation.

While at Hurricane Haulage I have had to take on a lot of responsibilities and have learned a lot about the inner workings of a Third-Party Logistics company, I have moved from working nights supporting one operation, to working closely with Managers and Directors in a Team Leader role to ensure all operations are covered and completed to the customers satisfaction, along with ensuring the company's internal HGV and van fleet is maintained and legally compliant.

I have recently passed and acquired my International Transport Manager CPC.

## Work Experience

### **Front Desk Clerk (Nights)**

24.7 Recruitment (DHL Ferrero) – Langley Mill  
December 2022 to Present

At DHL my role is to ensure all drivers have the correct paperwork for their daily transport movements, along with being a point of contact between transport management and the drivers, my duties also involve but are not limited to, updating the company's internal transport management system along with other excel spreadsheets to show any developments regarding the drivers starting and finishing their shifts.

### **Pallet Network Manager**

B Taylors & Sons Transport – Huthwaite  
May 2022 to December 2022

I joined Taylors as a Pallet Network Manager, since joining the company I have learnt the day-to-day processes of running a pallet network for both ADR and Non-ADR loads.

I oversee a 7-person team which involves 4 Drivers, 2 ADR Drivers and 1 Transport Admin, I am responsible for all day-to-day planning from ensuring we have enough drivers to meet our required deliveries and book agency drivers when needed to ensuring all drivers are completing deliveries in the most cost-effective routes possible, I am also responsible for all

invoice queries from customers and making sure all criteria is met to ensure the business is paid for all completed deliveries and collections we do on behalf of the Pallet Networks.

Since taking over the team I have improved our overall service quality across all Pallet Networks. I left Taylors in December 2022 to pursue other options since achieving my Transport Manager CPC course.

### **Assistant Transport Manager**

Hurricane Haulage Ltd – Huthwaite  
February 2020 to March 2022

During my time at Hurricane Haulage, I moved from being a Night Shift Transport Clerk to joining the Operations and the Fleet Management Teams as an Assistant Transport Manager therefore increasing my duties and responsibilities and working closely with the company directors to ensure all the customers' needs are met along with planning for future transport movements and being able to provide my input on the future of the company.

My Responsibilities and Duties for each department are:

#### **Operations**

- Route planning for all Internal & Sub-Contractor Drivers and updating the drivers with their work via all forms of communication.
- Using our Internal Telematics System to keep track of all vehicles to ensure they are running on time and to make sure all drivers are driving responsibly and efficiently with company's policies and procedures.
- Contacting the drivers to get an update on how they are getting on, along with discussing any issues they may have regarding their work for the day and getting updates on their remaining driving hours.
- Putting together driver packs ensuring all drivers have the correct paperwork and details with them to complete their assigned work.

#### **Fleet Management**

- Discussing with drivers to ensure all defects are resolved by the workshops upon servicing.
- Getting updates on vehicles that are having maintenance and servicing work and finding out when work will be completed.
- Arranging to pick up and drop off drivers to ensure all vehicles are collected and delivered to and from the maintenance yard.
- Supply and replacing any equipment the drivers are missing that they require to complete their duties.

### **Transport Router/Planner**

Buy It Direct - South Normanton  
April 2019 to February 2020

When I was at Buy It Direct, I worked within the Home Delivery team of the in-house Transport Department.

While apart of this team, I went gone from being a Route Planner to working closely with other departments across the company to understand and resolve investigations to do with complex issues relating to the Home Delivery operation.

I also had the opportunity to work alongside the other teams in the Transport Department, like the Internal HGV team and the Fleet Management team to help ensure the overall operation runs smoothly.

### **Administrative Officer**

Gears of Goodwill - Derby  
October 2017 to December 2018

We fed the homeless population in Derby every week, which included but was not limited to homeless veterans. I helped the charity start up a Facebook Page to help advertise the work they do, along with setting up a website to further help the charity gain exposure and donations. I also designed all leaflets and posters that we used to advertise our fundraising events. When at the street kitchen I would be supervising to make sure our volunteers were safe, while also helping anyone that required help.

### **Cleaning Operative**

Mitie Cleaning Services - South Normanton

January 2016 to November 2017

After moving from Blue Arrow, I worked full time with Mitie Cleaning Services at the Coop Regional Distribution Centre, Castlewoods.

### **General Operative**

Coop RDC Castlewoods - South Normanton

September 2015 to January 2016

I worked in the Coop Regional Distribution Centre, Castlewoods as a picker in a variety of departments for Blue Arrow. Before gaining a permanent job with Mitie Cleaning Services.

### **IT assistant**

Tannery House - Alfreton

June 2015 to August 2015

This is further improving my customer service skills as I am assisting customers with challenging behaviours with varying IT skills while helping them with all enquiries they have.

### **Caretaker/ Security Officer**

Oakwell Brewery (RBNB) - Alfreton

April 2013 to April 2015

I was employed to the Public House secure and safe until the property was sold on. While I was working here, I had to deal with members of the public trying to break into the building and cause criminal damage, which I got praised for by the Managing Director of the company.

### **Certifications and Licenses**

#### **UK Driving Licence (Automatic) and I have my own car**

July 2018 to July 2028

#### **International Transport Manager CPC**

Completed at A.I.M Commercial Services Ltd, Ripley