

James Ewing  
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07772075674

2023

I am a qualified Class 1 (CE) driver with full CPC and a valid DIGI card. I have relocated to the Lincolnshire Wolds and have been looking at working in the haulage industry for some time, even before taking my self-funded driver training.

I have held a full UK driving licence since 1997 and have experience in driving many different types of vehicle.

Full Clean UK Driving Licence  
(AM/A/B1/B/BE/C1/C1E/C/CE/F/K/L/N/P/Q)

Valid Driver CPC and DIGI card

Please contact me via email or telephone at your convenience if you feel I may be of assistance to you to fulfil an available role.

I have enclosed my resume for your review. I look forward to hearing from you.

James Ewing.

# James Andrew Ewing

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0777 207 5674

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[mrjaewing@googlemail.com](mailto:mrjaewing@googlemail.com)

**Full Clean UK Driving Licence (AM/A/B1/B/BE/C1/C1E/C/CE/F/K/L/N/P/Q)**

**Valid Driver CPC and DIGI card**

## PROFILE

I am a conscientious, hard-working, adaptable and reliable person. I am a team player who can be relied upon to be customer focused, meet objectives and go the extra mile.

## SKILLS

- Excellent communications and sales skills
- Personnel management
- Strong organisational skills
- Training and Development Presentation
- Improving service levels
- Problem solving
- Event Management
- Interpersonal skills
- Strong UK Geographical Knowledge

## EMPLOYMENT

### Operations Team Leader > March 2022 – Present

Computershare Investor Services, The Pavilions, Bridgwater Road, Bristol, BS99 6ZY

- Managing team adherence, attendance and efficiency
- Working closely with Operational Managers to ensure the effective and efficient running of day to day
- Improving quality and attendance standards by providing constructive feedback to team members
- Documenting performance of individual team members for statistical reference
- Building an Operational Support Team and implementing a reporting structure for delivery to business unit heads for monthly statistical review

### Operations Learning and Development Trainer > January 2021 – March 2022

Computershare Investor Services, The Pavilions, Bridgwater Road, Bristol, BS99 6ZY

- Facilitation of training workshops for Plans and Registry Products
- Providing Training support during Academy (live supported training) to theory trained new starters and upskilled delegates
- Improving quality standards by providing constructive feedback to new delegates using proven verbal coaching methods
- Documenting performance of individual team members
- Reviewing training materials to ensure all new delegates are receiving the most updated information available

#### Learning and Development Consultant EQX integration > Jan 2019 – Dec 2019

Computershare Investor Services, The Pavilions, Bridgwater Road, Bristol, BS99 6ZY

- Facilitation of training workshops for Plans and Registry Products
- Providing Training support during Academy (live supported training) to theory trained new starters and upskilled delegates
- Improving quality standards by providing constructive feedback to new delegates using proven verbal coaching methods
- Documenting performance of individual team members
- Reviewing training materials to ensure all new delegates are receiving the most updated information available
- Promoting a culture of inclusion within the new delegate groups allowing the retention and development of employees to be relevant from the very start of their employment within CIS

#### Operations Learning and Development Trainer > June 2018 – January 2019

Computershare Investor Services, The Pavilions, Bridgwater Road, Bristol, BS99 6ZY

- Facilitation of training workshops for Plans and Registry Products
- Providing Training support during Academy (live supported training) to theory trained new starters and upskilled delegates
- Improving quality standards by providing constructive feedback to new delegates using proven verbal coaching methods
- Reviewing training materials to ensure all new delegates are receiving the most updated information available
- Promoting a culture of inclusion within the new delegate groups allowing the retention and development of employees to be relevant from the very start of their employment within CIS

#### Operations Team Leader > January 2016 – June 2018

Computershare Investor Services, The Pavilions, Bridgwater Road, Bristol, BS99 6ZY

- Managing team adherence, attendance and efficiency
- Working closely with Operational Managers to ensure the effective and efficient running of day to day
- Improving quality and attendance standards by providing constructive feedback to team members
- Documenting performance of individual team members for statistical reference
- Building an Operational Support Team and implementing a reporting structure for delivery to business unit heads for monthly statistical review

#### Operations Quality Assurance Coach > September 2013 – January 2016

Computershare Investor Services, The Pavilions, Bridgwater Road, Bristol, BS99 6ZY

- Monitoring calls and e-mails using specific grading systems to identify any failures in customer service levels
- Working closely with Team leaders on projects relating to benchmark documentation (Checking guides) and grading forms (NICE Perform®)
- Improving quality standards by providing constructive feedback to team members using written and verbal coaching methods
- Documenting performance of individual team members for statistical reference

Operations Customer Service Representative (Plans) > August 2010 – September 2012  
Computershare Investor Services, The Pavilions, Bridgwater Road, Bristol, BS99 6ZY

- Dealing with a wide range of employee enquiries for international clients
- Maintaining a comprehensive knowledge of a vast array of employee share plans
- Providing a high level of customer service in line with company and international regulations
- Reviewing and providing complex information specific to each holders enquiry
- Providing company and individual information in the form of verbal and written communication

Telephone Fundraiser > April 2010 – July 2010

Ethicall, Spring Personnel, 101 Victoria Street, Bristol, BS1 6UU

- Making contact with persons who have expressed an interest in a particular charity in order to generate revenue on behalf of that charity
- Working on a range of different charity campaigns over set timescales in order to meet their requirements
- Daily, individual targets set, which I have consistently met
- Weekly performance assessments with a minimum requirement, which I have again successfully met

General Manager > August 2009 – March 2010

The Hbar Cafe/Bar and Bistro, Colston Hall, Colston Street, Bristol

- Assisted the owner with the design, floor layout and site management of a complete new project build
- Introduced effective process systems for the business, including stock management, opening and closing processes, healthy and safety procedures and bookings system.
- Trained all new starters including management team. Fully staffed front of house team comprised of approximately 15 people.
- Responsible for full daily set up of the building, including cash handling, front of house set up, security checks, system maintenance, stock handling and organisation of staff
- Co-ordination of events, ranging between corporate & non-corporate functions, all day events and exhibitions for 15 to 180 people.
- Worked closely with the owner on promotional ideas and company direction.

Assistant Manager > January 2009 - August 2009

The Quadrant, Clifton, Bristol

Multi-drop Driver > September 2008 – January 2009

West House Transport, White House Street, Bristol.

Warehouse Manager > November 2007 – September 2008

The Real Olive Company, Elton Street, Bristol

Bar, Restaurant and Events Manager > June 2006 – November 2007

Boca Bar, Paintworks, Bath Road, Bristol

Assistant Manager and Licensee > November 2004 -June 2006

Severnshed Restaurant and Bar, The Grove, Bristol