

Joanne Edwards

Multi drop delivery driver

Email

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Address

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Phone number

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Work experience

Delivery driver

Oct 2020 - Present

Derby

Pentagon

My responsibilities working at pentagon: - Maintaining good customer relations by being courteous and helpful at all times. - Generating additional sales at the point of delivery, utilising marketing and promotional information. - Organising deliveries in a prompt and efficient manner. - Loading the work vehicle, ensuring load is secure and safe. - Maintaining records as required. - Keeping the Company vehicle clean at all times and carrying out daily checks on oil, water, battery, lights, tyres and fuel. - Being mindful of and adhering to Health and Safety policies and practices at all times. Good time keeping throughout the day ensuring deliveries get to customers on time.

Delivery driver/rep

Aug 2018 - Sep 2020

Derby

Inchcape Toyota

Responsibilities at Toyota. - checking in morning deliveries.- locating and putting stock away. - organising the parts ready to take out for delivery. - checking my van maintaining all the safety checks before I go out on the road. - load the van safely ready for the days deliveries. - organising paperwork and the route I would be taking.- representing the company, visiting garages around Derby/Derbyshire to promote products available or any special offers. - collecting information for my manager to put on a database.

Additional info

Gender

Female

Place of birth

Derby

Nationality

British

About

Friendly and enthusiastic delivery driver with 11 years of specialisation in multi drop deliveries. Recently passed hgv class 1- November 2022. Able to learn new tasks quickly and proficient in growing key customer relationships. Represents the establishment with a friendly, professional demeanour at all times. hard working and outgoing. Great team member but also works well on own Initiative.

Skills

Active listening and speaking

Expert

Social perceptiveness

Experienced

Time management

Expert

Instruction

Expert

Judgement and decision making

Expert

Customer and personal service

Expert

Shop assistant

Aldi uk

May 2017 - Aug 2018

Ashbourne/ Derbyshire

Early morning starts to stock and rotate products on the shop floor, this was done in an organised and timed manor. - Being responsible for a set area of the store throughout the day, making sure area is well stocked and tidy at all times. -

Organising the stock in date order onto cages to put in the warehouse for the next shift, communicating with other staff members , to enable less stock waste and to work more efficiently as a team. - Check out duties - customer service at all times, making sure customers found everything they were looking for.- Help customers unload shopping and pack shopping when needed.- Dealing with Money and card payments,returns when needed.

Always friendly and helpful.

When a customer asks where a product is kept, take them to the product or offer them an alternative if required.- When walking up the aisle from the till always check shelves to make sure all products are on sale, if a product is off sale , fetch it from the warehouse and restock or if busy tell a manager.

Keeping the store standards to a high level at all times, working as a team but also own Initiative.

Care assistant

Wheathills house

Nov 2015 - May 2017

Derbyshire

Administer bedside or personal care, such as ambulation or personal hygiene assistance.- Prepare and maintain records of client progress and services performed, reporting changes in client condition to manager or supervisor.- Perform housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.- Care for individuals or families during periods of incapacitation, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles.- Provide clients with communication assistance, typing their correspondence or obtaining information for them.- Transport clients to locations outside the home, such as to physicians' offices or on outings, using a motor vehicle.

Delivery driver

Ces

Apr 2009 - Oct 2015

Derby

I Started at ces as a delivery driver, delivering car parts around Derby city , Derbyshire and Nottingham areas.- van check each morning before we set off, making sure the van was well maintained and clean.-We got given our first run by the van coordinator to which we picked the parts off the shelves in the warehouse to put in our vans. Helping other drivers pick thier parts if we had finished picking ours.- Planned routes as the parts needed to be delivered to the garage within the hour.- Paper to be in order to be given the van coordinator, returns to be put in the returns bay, with all appropriate pater work filled in.-Always friendly with the customer, sorting out any issues or problems and reporting this to the manager.- I got promoted to van coordinator, where my duties changed, managing the drivers , getting the runs in order for the drivers. Inputting and outputting all invoices onto the computer.-checking off new stock that came into the warehouse, working along side the warehouse team.-picking parts up from different companies. Using the phone.

Keeping a clean and tidy office.-A good working relationship with the drivers /telesales as communication was needed at all times.

Education

Gnvq

Mackworth college

Jun 1997 - Jun 1998

Derby

GNVQ in health and social care :

Safe guarding vulnerable adults moving and handling.

basic life support.

managing safe handling of medication infection control.

health and safety in the work place prevention of pressure sores.

Gcse

John port school

2021

Derby

Information technology-c

art-c

english-d

science-e

maths-e

design tech-e