

# Joshua Hodges

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## Personal Profile

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As a newly qualified HGV driver, I am a hardworking and reliable individual with a passion for delivering outstanding service. I have a wealth of experience in previous jobs and I pride myself on my ability to remain focused and alert in challenging environments. My flexible attitude enables me to adapt to different situations and environments, ensuring that I am always able to deliver exceptional results. I recognise the importance of safety and always ensure that I adhere to regulations and procedures, whilst maintaining a professional and courteous demeanor at all times. I am confident in my ability to work independently, as well as part of a team, and possess excellent communication skills. I am committed to providing a high level of customer service and understand the importance of building strong relationships with clients. Overall, I consider myself to be experienced and dedicated who is passionate about delivering the best possible service. My hardworking, reliable and flexible approach, combined with excellent communication skills, make me a valuable asset to any team.

## Achievements

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- Class 1 LGV/HGV Driver
- Implemented a successful project with a small group of senior management to get a better insight on falls prevention for the NHS.
- Created desk help sheets for staff to improve efficiency within their role.
- First person to trial home based working as a telecare operator in the UK which resulted in integration of a new platform, and hybrid working for colleagues.

## Employment History

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**HGV Class 2 Bin Lorry Driver**  
Vale of Glamorgan Council

April - 2023 to Present

- Bin Lorry Drivers are responsible for operating the truck that collects and disposes rubbish. The duties include collecting residential and commercial rubbish, storing trucks and equipment safely, maintaining pick-up records, performing truck cleaning, reporting repair requirements, identifying malfunctions, and following a scheduled route.

**Control Centre Operator**

June 2018 - March 2023

## Cardiff Council

- Control Centre Operator working for Telecare at Cardiff Council. Telecare is a service provided to help people live safely in their own homes, providing peace of mind for the elderly and vulnerable adults living in Cardiff whilst enabling them to live independently.
- A control centre operator works in a fast paced and challenging environment dealing with emergency alarm activations and calls that come through from clients via a lifeline unit. A control centre operator provides the most appropriate actions to ensure the welfare of the service user. The role involves communicating quickly and efficiently, taking key information and assessing the appropriate care and solution by liaising with health care professionals and other stake holders.
- A variety of alarm activations are taken and have to be dealt with quickly and efficiently. These include, independent living alarms, silent panic button alarm for police assistance primarily for domestic violence and gang related crime, auxiliary door alarms and fire alarms.
- Minimised switchboard disruptions, promptly reporting telephone, equipment and software malfunctions to applicable companies to arrange repair.
- Trained a number of new employees in various procedures and gave feedback on work performance to increase productivity and caller satisfaction.
- Adjusted over various responder routes based on daily needs, available workers, traffic hazards, and weather conditions.
- Operated monitoring equipment, radios, panic buttons and ancillary equipment to reduce crime, disorder and fear of crime.
- Maintained close liaison with control rooms, police personnel and CCTV partners in relation to incidents.

### **Customer Service Representative**

Jan 2018- June 2018

Cardiff Council

- As a customer service representative for Cardiff council I was tasked with answering inbound calls in relation to council tax and benefits.
- Handled customer complaints, providing appropriate solutions to positive outcomes.
- Answered customer telephone calls promptly and improved wait times.
- Employed active listening and job expertise to successfully resolve inbound queries.
- Provided support to customers, meeting demands of fast-paced call centre environments.
- Offered detailed advice on council tax and benefits.
- Answered approximately 60 telephone calls per day with professionalism and resolution.

### **Customer Service Representative**

Jan 2017 - Nov 2017

Admiral

- Within this role we only took inbound calls from potential customers to upsell ancillaries and secure a bigger customer base.
- This would include maximising sales potential, communicating effectively with clients to ensure correct understanding of needs and requirements.
- Offered guidance on product selection to increase customer base.

**Traffic management assistant**  
Cardiff Council

Feb 2016 - 2019

- Casual job to support studies, working for the council in road closures and directing traffic.
- Adhere to Health and Safety rules when closing roads.
- Assure clear and precise communication skills to ensure traffic is redirected correctly and accurately.

**Volunteer carer**

April 2015 - Nov 2015

- Volunteering 2 -3 times a week for eight months.
- Helped to care for one resident.
- Assist residents on day trips to improve quality of life.
- Assisted with feeding residents.
- Became qualified in first aid and lifesaving.

## Education

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**Installation and electronics**  
Cardiff and Vale College

2016

- Level 1

**Imedia**  
Cardiff and vale college

2015

- Level 2

**GCSE**  
St Teilos/Llanedyrn High

2015

- GCSE
- English language
- English literature
- Mathematics
- Product design
- BTEC
- Science

## References

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References available upon request

