

Lee Mundy

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Full UK Driving License including Cat C & E (Class 1 & 2) (clean)

PROFILE

A proactive, reliable and enthusiastic person with an outgoing personality, organisational ability and excellent interpersonal skills. Able to demonstrate an outstanding ability to work within a multi disciplinary and diverse team. Capable of showing skills and abilities in working alone or in leading a team to work together towards tight deadlines. A quick learner who enjoys the challenge presented by new tasks and workloads and is committed to making a difference to the success of the business.

PERSONAL QUALITIES

Self-managing	Able to create rapport
Reliable	Great sense of humour
Trustworthy	Strives to achieve above expectation
Good communicator	High level of integrity and confidentiality
Committed to the overall success of the business	

CORE EXPERTISE

Managing a team	Microsoft office
Ability to work on own initiative	Use of SAP
Customer service	Use of SAGE

EDUCATION, TRAINING AND QUALIFICATIONS

HGV Cat C & E (Class 1 & 2) License – *newly qualified*

Counterbalance Novice Lift Truck Operators Course – *passed*
Forklift Attachment Conversion Lift Truck Operators Course – *passed*

SIA CCTV Operator Training Course – *passed*

Upper Avon secondary school 1999 – 2003
English, Physical education, Maths, History, Science & Spanish

NVQ Level 1 & 2 Silver Service Waitering and Bar Service

EMPLOYMENT HISTORY

June 2024 – LGV Driver at Mick George

- Collect, deliver and exchange from 2 yard up to 16 yard skips from construction sites, residential areas and roadside locations, whilst delivering a best-in-class customer service to all customers
- Have sound knowledge of and abide by Road Transport Working Time Directive & Drivers Hours Regulations
- Ensure that loads are always secure, in line with the vehicle safe system of work, before commencing any journey
- Continuously check the roadworthiness of my vehicle via walkaround checks throughout the course of each shift and report any defects found, including maintaining a high standard of vehicle cleanliness.

April 2023 to May 2024 - Facilities Assistant / Driver at Cranfield University

- Drive a 3.5 tonne Luton van with tail lift and work with a drivers mate to provide operational support to a wide variety of customers throughout the University in off-loading and moving materials around campus, including equipment, materials, stores deliveries and hazardous waste
- Responsible for the delivery and removal of household furniture to the residential side of campus, including sofas, beds, fridge freezers, wardrobes and chests of drawers
- Responsible for general and specialist lifting operations, including the use of a forklift truck, as well as setting up examination rooms, relocation of offices, laboratory furniture and equipment
- Self-management of daily worksheet and jobs, prioritising those marked as urgent or for a fixed date.

December 2021 to March 2023 - Small Business Owner at Vantastic Lee

- Established a successful local Man and Van business in Milton Keynes and surrounding areas
- Offered fully insured services with nationwide travel including waste removal (with an Upper Tier Waste Carriers License), deliveries/collections, light removals, event exhibition transport and small house moves
- Created a website and interactive social media presence to develop and enhance the business
- Kept track of paperwork, financial statements, invoices, receipts and records
- Ensured customer satisfaction with every job and maintained 5-star communication and customer service.

October 2018 to December 2021 - Sales Professional at SCS Ltd

- Regularly achieved weekly personal sales targets
- Consistently placed 1st or 2nd in the store for sales
- Provided an excellent customer experience, ensuring an efficient and accurate completed sales process
- Built a fantastic rapport with each customer and confidently sought to understand their needs
- Strived to meet KPIs to develop performance
- Supported with store merchandising and showroom move arounds

September 2018 to October 2018 - Kitchen & Bathroom Advisor at Wickes

- Take and process leads for new kitchen and bathroom sales
- Liaise with Design Consultants regarding customer needs
- Assist the Shop Floor team when needed, including the receipt of deliveries
- Ensure the customer receives the highest level of service throughout their order process

February 2018 to July 2018 - Temp Worker at DustControl

- Managing customer relations, complaints and expectations regarding their orders
- Replying to customer enquiries via email
- Receipt of deliveries
- Processing and dispatching orders
- In-house support to field-based Sales Team
- Trained to dismantle and re-build extraction motors

September 2017 to February 2018 - Stock Administrator at Culina Logistics

- Managing the business' biggest Client and their everyday needs
- Using computer systems WMS and SAP and inputting data into excel spreadsheets and SAP
- Dispute management cases/credits
- Investigating stock loss and stock gain
- Attending client reviews

July 2014 to September 2017 - Shift manager at Tesco

- Cash admin, declaring tills, safes and shop balances
- Opening and closing of the store (Store Key Holder)
- Sickness absences
- Disciplinary procedures

- Keeping the store safe and legal
- Delivering excellent customer service

August 2010 to May 2014 - Customer Service Representative at Cola Cola

- Taking inbound phone calls and responding to emails
- Liaising with on call engineers
- Sending engineers to customer call outs
- Creating new customer accounts
- Taking customer orders via phone and email

July 2003 to August 2010 - Retail Assistant at Camelot Supplies