



# Lee Hook

07704500648 •

leehookhook@aol.com •

52 Badger Way, Cranbrook, EX5 7FP

linkedin.com/in/lee.hook •

## Depot Manager

### EDUCATION

#### Exeter College (2001-2003)

NVQ Level 3 in Food Preparation  
NVQ level 3 in Food Service  
GNVQ in Business Studies

#### St Lukes High School, Exeter (1997-2001)

GCSEs: 10 including Maths, English, Combined Science

### Relevant Qualifications

#### CITY AND GUILDS (2022)

CPC For Transport Managers

#### NCRQ (2022)

Health and Safety for Managers Diploma

April 2022

#### LOGISTICS UK (2022)

Introduction to UK Road Transport

Introduction to UK Road

### KEY SKILLS

- Expert organisational skills
- Operations management
- Financing structures
- Excellent interpersonal skills
- Conflict resolution
- Time management
- Experience in transport and warehouse environment

### August 2022 - Current Depot Manager, XDP

- Coordinated staff schedules to cover expected customer demand. Implemented employee incentive programs to boost performance and drive sales growth.
- Manage & support an effective operational process, which ensures integrity of customer / supplier's service requirements.
- Manage commercial aspects of a transport operation to meet profit and service/quality targets.
- Ensure all aspects of maintenance (tyre checks, servicing, MOT etc) is compliant to the maintenance manual and the law
- Preparing and submitting various KPI reports
- Be proactive in achieving improved fuel efficiency and better MPG
- Manage & support an effective operational process for the Warehouse, which ensures integrity of customer / supplier's service requirements.
- Financial and Budget responsibilities, managing commercial aspects of a Warehouse Operations to meet profit and service/quality targets
- Responsible for all financial aspects of the Depot, by managing the Weekly Profit and Loss of the depot which includes both the Transport and Warehouse functions
- Be commercially astute in order to manage all financial matters pertaining to the smooth operations of the depot
- Be proactive and work under own initiative to form solutions to potential problems with the ability to make decisions instantaneously
- Fully competent in the management of health & safety
- Identified and solved complex strategy obstacles to promote growth and guide business direction.
- Increased efficiency and effectively supervised [Number] team members to ensure optimal productivity.

## Previous Experience

---

### **January 2020 - August 2022**

#### *National Distribution Manager, UW Homes Services*

- Day to day management of the distribution operation and a team of c20 staff.
- Working with the D2V and Vision system.
- Route planning and optimism.
- Collating KPI information and producing KPI reports.
- Creating and managing all delivery paperwork/manifests/department risk assessments and Safe Systems of Work
- Line management to the Distribution team.
- Coordinating the return of removed meters to suppliers.
- Working with 3rd parties to maximize our workload
- Working to the EU and UK driving laws

### **May 2018 - January 2022**

#### *Logistics Assistant, UW Home Services*

- Logged deliveries using a online systems to enable automated updates and traceability.
- Receiving pre-packed orders into a local self-storage unit for onward distribution to Engineers
- Completing deliveries directly into engineer vehicles and collecting products for return
- Worked with tireless drive and determination to consistently achieve productivity targets.
- Managed stock by serial numbers for clear, easy to navigate storage systems.
- Maintain clean, tidy working environment to limit operational disruption.

### **May 2012 - May 2018**

#### *Courier- Owner Driver - DHL/Fed EX/DPD/UPS*

- Consistently maintained safe, responsible driving, representing the company professionally.
- Planned and followed efficient, safe driving routes.
- Maintained excellent fuel efficiency throughout journeys to reduce excess spend.
- Delivered products to destination with excellent customer service skills
- Invoicing, TAX returns, VAT returns, fleet management