

# Michael Cunningham

Torquay, DevonTQ1

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## CURRENT LICENCES HELD

**Full UK Driving Licence** since July 2018  
**Category C** since January 2020  
**Category C + E** since October 2022  
**CPC Qualification** Expires - January 2025  
**MPQC (EPIC) holder**

## PERSONAL SUMMARY

An enthusiastic, outgoing and capable delivery driver who is good with people, technology and can communicate clearly with 7+ years of experience making customers feel valued. Passionate about delivering exceptional customer service to customers and helping improve the profile of the company brand. I have always enjoyed driving both professionally and for pleasure, seeking now to build a successful career within the HGV Driver industry.

## EMPLOYMENT HISTORY

**August 2021 - September 2022.**

**Asda - Newton Abbot.**

**Home Delivery Driver. (3.5 T.)**

- Multi-drop home delivery of ambient, chilled and frozen goods.
- Completing upwards of 25 drops per shift.
- Preserving customer satisfaction through being punctual and friendly.
- Driving in heavy traffic and unsociable hours, obeying all traffic laws and regulations as well as being courteous to other road users.
- reporting any delays to the team leaders back at base.
- Performing vehicle inspections inclusive of fuel, oil, tires and light checks and reporting any mechanical problems of deficiencies with the van.
- Received recognition through customer feedback following excellent customer service and ability to go the extra mile for customers.
- Whilst on site I grew knowledge of inventory to assist and direct customers to the appropriate part of the store based on their needs.

**February 2021 – May 2021.**

**C&D South West - Chard.**

**Agency driver. (18 T.)**

- Delivering general haulage across Somerset and Devon.
- Experience using manual split shift gearboxes and tail lifts.
- Maintaining a safe driving style by observing road traffic rules and remaining cautious and alert in unfamiliar areas.
- Responsibility of route planning - finding the most efficient journey possible.
- Completing paperwork correctly and on time.
- Keeping in regular contact with the transport team - informing of any delays.
- Maintaining cleanliness inside the cab, logging any defects on the vehicle and making sure I return to the depot with a full tank of fuel ready for the morning to avoid delays.

**January 2015 - January 2021.**

**Mosterton Spar. (W. Dorset)**

**Customer Assistant.**

- Re-stocking shelves and stock-rotation - mitigating stock loss.
- Recruited, mentored and trained 5 new staff members with POS systems and in house computers.
- Acting manager - performing human resources management tasks, providing oversight and direction to the employees - allowing me to gain valuable team leadership skills.
- By negotiating prices and fees, I was able to reduce several wholesale expenditures by 15% while ensuring the continuation and enhancements of services.
- Increased profits 5% by launching a home delivery service for customers affected by the covid pandemic.
- Depositing cash into the business's bank account weekly.
- Introduced a loyalty system which increased sales by 24% in the first year.
- I have an excellent track record of significantly increasing service standards as well as increasing customer base. This work has given me great confidence in dealing with the public and experience of many aspects of running a retail business.

## **EDUCATION AND QUALIFICATIONS**

**September 2015 - 2019**

**Beaminster Technology School & Sixth Form**

7 GCSE's Grades A\* - C including English and Maths.

2 A-Levels, in Film Studies and Photography.

### Other Trainings and Certifications

Food Hygiene Level 3 - online course.

## **HOBBIES AND INTERESTS**

**Environmental and Community Work In Ecuador.**

Galapagos Islands, Quito and communities in the Andes and Amazon Rainforest.

This four-week trip was an amazing adventure, being a unique opportunity to live and work within three distinct regions of Ecuador:

1. **The Galapagos Islands** – supporting various environmental projects to help safeguard the future of local wildlife such as sea turtles, Locust and much more.
2. **The Highlands of Ecuador** (Andes) – here we helped on a village hospital construction project working alongside local builders to build foundations and walls.
3. **Amazon Rainforest** – Near a small village nestled away in the forest we did volunteer work at the local school, helping with painting and decorating and teaching English classes, as well as helping with a variety of other activities.

**Fundraising**

In preparation for the trip, I needed to raise some funds to help with the cost. Given my keen interest in cars, I raised money by washing cars. I was able to raise over £1000 during the year leading up to the trip.

**Photography**

As part of my A-level studies I learnt how to use a professional DSLR camera (e.g., Digital Nikon D300) and have continued to foster my interest in photography. Experienced in Photo and Video Editing – using Adobe Photoshop Express, Photo lab and iMovie.

**Driving**

I have had a keen interest in cars and driving from an early age. From the age of 14, I attended the 'Under Seventeen Car Club' which is a national charity designed to teach young people (between the ages of 14 and 17) about vehicles and train them to drive safely. This was a regular weekend activity taking place at locations such as Bovington Camp, Castle Combe racetrack, Exeter Driving School. As a result of this training, I was able to pass my driving test first time (with no minors) after turning 17.

## **REFERENCES**

Available on request.

