

Michael Alderson C.V

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full UK driving

PERSONAL STATEMENT

I am eager to continue to gain experience within the transport industry. I am an enthusiastic self-motivated and driven individual with experience in customer service, management and sales. I am always putting 100% into everything I am involved in to make sure that I aim for the best possible results for myself and my employer. I am happy to work as an individual or as a part of a team in order to get highest standards of results. I am always looking to develop myself or the team that are working alongside me. I have always enjoyed working within the transport industry with very high standards.

SKILLS

Excellent communications skills
Customer relations focus
Team Leadership
Training
Health & Safety
Willingness to learn
Sales and customer service roles

WORK HISTORY

Housecroft haulage/ hargreaves

I was a class 2 tipper driver with an agency covering holidays; however this turned into a more permanent role working very closely with one of Hargreaves' important clients working solely on their contracts.

Modular movements

I Was a class two driver within the company as I wanted to broaden my view and knowledge of abnormal loads and get a different angle of movements. This was a wide variety of work from high, wide and long loads to the movement of static caravans throughout the uk. Due to my wagon being off the road for a considerable amount of time I then moved across onto escort driving. This included day to day duties of making sure my van was in full working order to help the wagon drivers load and unload. Making sure that the drivers were able to get to their destination safely whilst maintaining the highest standard of public safety. Whilst escorting static caravans I then progressed onto the larger loads to gain as much knowledge as possible.

DTF Couriers

My role within this company was as the fleet manager and logistics coordinator. My role within the company was to make sure that all drivers' needs and requirements were met from making sure all shifts were covered to drivers' hours and health and safety. One of my main responsibilities here was working closely with a new client the company had which involved a lot of abnormal and abstract loads. In doing this it meant I worked closely with the logistics manager from our customer and working with esdal to make sure all routes were correct and all aspects of the load were within legal requirement to the movement orders provided.

Thompsons HGV Driver (holiday cover)

My responsibilities include

I manage customers' expectations whilst also remaining professional during the delivery process.

I have assisted with training new members of staff on various levels of

I have also worked alongside the operation managers to identify workplace needs and recommend any necessary changes to the day to day running of Thompsons. I was also doing escort work for any of the abnormal loads from cabins to machines.

Fracks Transport 2019-2019

My role involved nationwide deliveries across the UK and making sure I can manage my time correctly in order to deliver or load to the customers' specifications. I came face to face with the customers on a regular basis as they deal with the driver as soon as the job is given to the company. I enjoyed the challenge of meeting different customers' needs and done so to the best of my ability. Within this role I was able to organise my own shift pattern and deliveries. In the event more than one driver is required to carry out the job I would have been responsible for organising this. I always make sure I am professional and organised at all times.

Armed forces 2018 to 2019

I joined the armed forces to gain more experience and skills in a leadership role. During my short time within this role I was recognised my potential to become part of a team and also being able to lead. However, an old existing injury stopped my process of becoming a trained soldier. This has no impact on everyday life it is just part of their procedure on existing injuries.

HGV Tipper driver Thompsons of Prudhoe December 2016 to 2018

As a result of driving the recovery truck I then went on to gain my class 2 HGV license which allowed me to broaden my skills within the haulage industry from a completely different customer environment. My responsibilities include the full checks of the vehicle to maintain the highest possible standard to our customers. I also need to make sure that I maintain the highest level of service to our customers. My job role also includes giving the customers professional advice in how

to plan for what they need, this can range from deliveries to recycling and demolition. I also help with the sales team by upselling and establishing new customers.

Recovery company/sales January 2016 to December 2016

Recovery/delivery driver/sales assistant

My responsibilities included the day to day running of the vehicle I was driving to make sure it was to the highest possible standard at all times and full road worthy before every single trip. Also making sure that the customers cars were delivered to their full satisfaction and ensuring that they were happy with the service provided from start to finish. I previously drove a 3.5 tonne recovery truck and then moved onto a ford transit both of which were beavertails, however I also had to use a tilt and slide trucks on the odd occasion. My skills included sales advisor and customer service leader.

Contact Transport

November 2015-February 2016

Multi drop courier

My responsibilities include being organised for my shift as I am away from home all day. I am also responsible for the loading of all my parcels making sure that I complete them in order to reduce time and to make sure I am as efficient as I possibly can be. I used a dora system which I was in charge of throughout my shift and I was also responsible for the van I drive, from it being in work time to in my personal time.

Scalinis restaurant Gosforth

January 2015 –November2015

Waiting and bar staff

My responsibilities involve day to day running of the restaurant and bar making sure that we were fully stocked up ready for the shift ahead. This mainly includes long day shifts most of the week also including weekends. One of my main responsibilities at the time was running our two bars and delivering drinks to the correct standards and times this is to keep customer satisfaction at its best. Using my past experience I would also stand in for the management role of the restaurant and bar when and other management were off.

Casa Antonio

January 2014 – January 2015

Floor Manager

I was responsible for the day to day running of this busy Italian restaurant while on shift, this includes days, evenings and weekends. The restaurant can have more than one hundred and ten covers at weekend shifts. My main responsibility was to ensure that our customers leave satisfied with their experience and look forward to returning to the restaurant. I managed the floor areas, the bar and private functions. I was also involved in recruitment of function team members and who would be able to drive more sales throughout the area in which they were needed.

Premier Inn, Newcastle

2009 – 2014

Food and Beverage Team Leader

My responsibilities included the day to day management of the bar and restaurant in a busy Newcastle hotel with over 180 rooms. I managed the team ensuring the shift was running efficiently delivering the brand standards. I managed all stocks for both areas and managed sales reports

against forecast. In addition I took on the role as Duty Manager for the hotel responsible for all teams including reception, housekeeping and security. I had full responsibility for the hotel dealing with all queries and any issues that may arise. This gave me a fantastic opportunity to get involved in all operational aspects including reports, staffing and key management responsibilities. As part of this role I took it upon myself to be involved in the recruitment of team members throughout the North East region to help me understand more about this topic and also give me more knowledge overall in different aspects.

Shift Leader within Premier Inn 2010-2014
I gained a promotion in a shift leader role. The role involved managing the shift which provided responsibility for training and development of the team and driving hotel standards across the whole hotel.

Customer service and sales specialist within Premier Inn 2011-2014
Within this role it was my key responsibilities to train new members of staff to the correct level. I also help mentor and training classes throughout the region to have a positive impact on other hotels nearby. Within the role I was also able to develop my own personal skill to the highest level sitting courses within the company.

Rico logistics 2009-2009
I was an owner driver at this company which involved making sure all of my books were up to date and that everything was recorded correctly in order for me to trade as self-employed. My roles for the company included parcel delivery up and down the country sometime on a six day week. Working for the company was a great opportunity to get involved in this industry which I enjoyed. A lot of our work was also multi drop which meant we needed to plan our own routes to be as efficient as possible and with being a customer focused company we needed to keep in contact with them from the start of our journey with them to the end.

Casa Antonio 2008-2009
Floor manager
This involved looking after all customers making sure that they were all enjoying their experience. I also managed stocks ensuring the correct levels and that all orders were being dealt with correctly.

Phipps Golf Shop 2007-2009
Sales assistant
I worked here while at school and was responsible the day to day running of the shop and golf course. I also had to manage all of the Green Keepers to make sure they were clearing the driving range ready for the shop to open early in the morning. This was a great role as I used to deal with a huge variety of clientele.

EDUCATION/ACHIEVEMENTS

Class 2 hgv driving licence

Achieved Bronze Development Programme – Premier Inn

Personal Licence – Alcohol/Bar

Gateshead College, Gateshead 2008 - 2010 Level 1, 2 and 3 IMI Body Refinishing and Repair

Gateshead College, Gateshead 2006 - 2007 National Diploma - Sports Science and Exercise

Burnside High School, Wallsend 2001 - 2006 GCSE

English Language and Literature, Grade: C

Maths, Grade: C

Science, Grade: C,C

Design and Technology, Grade: C

OCR PE National Certificate, Grade: C,C,C,C

History, Grade: C

Religious studies, Grade: C

HOBBIES & INTERESTS

I enjoy going to the gym working towards my goal in competing.

I also like to keep pushing myself to reach different goals from a personal level to my career.

REFERENCES

References are available on request.