



Mohammed Khan

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6 shelley grove, Bradford BD8 0JZ

Date of Birth: 02/11/1984 | **Nationality:** British |

Permit: Full uk driving licence plus cat c licence

PROFESSIONAL SUMMARY

I am a hard working, honest individual. I am a good timekeeper, always willing to learn new skills. I am friendly, helpful and polite, have a good sense of humour. I am able to work independently in busy environments and also within a team setting.

- I am skilled at assisting with loading and unloading and completing precise logs and paperwork. Responsible Driver adept at navigation and efficient, on-time deliveries. Possesses a comprehensive visual memory and an excellent sense of direction.- Delivered customer orders to places of business within established time frames.

- Interacted with customers and vendors in a friendly and timely manner.

- Transported freight from origin to destination in a safe and timely manner.

- Lifted freight and other

objects of various shapes, sizes and weights.

- Picked up customer loads in a timely and accurate manner

Notified companies of any delivery problems.

Maintained telephone contact with companies and received delivery instructions.

- Recorded expenses and maintained receipts.

- Make sure deliveries are made on time.

I have been running my own courier business for past 6 years now with 99% positive feedback

SKILLS

- Customer Service
- Manual handling
- Attention to Detail
- Complaint management
- Conflict Resolution
- Loss prevention
- Customer service skills
- Delivery and pickup
- Materials handling
- Vehicle inspections
- Clean driving record
- Privacy guidelines
- Licensed driver
- Heavy lifting
- Route planning
- Vehicle Planned Preventative Maintenance
- Delivery documentation
- Mileage record management
- Fast loading and unloading
- Manual lifting
- Responsible driving
- Valid UK driving licence
- Customer communication
- Road safety regulation knowledge
- Age verification
- Delivery management
- Correspondence management
- Customer complaint management
- Errand running
- Teamwork
- Money handling

Self employed | Bradford

- Planned most efficient route to meet daily delivery goals.
- Manually loaded and unloaded heavy parcels, safely lifting heavy objects.
- Operated delivery vehicles safely and in adherence with road safety regulations.
- Sorted goods for delivery based on routes.
- Developed sense of most efficient routes to take for deliveries to avoid high traffic and construction areas.
- Worked efficiently with focus to improve average delivery times.
- Maintained accurate documentation for pickups and deliveries.
- Maintained positive, helpful attitude to deliver exceptional customer service.
- Maintained optimal vehicle driving conditions, conducting daily fuel, tyre and safety checks.
- Used local road knowledge to achieve faster deliveries compared to previous averages.
- Conducted deliveries between businesses, shops and households.
- Responded to and resolved delivery-related complaints and concerns.
- Reported delivery goods and document errors to management, enabling prompt resolution.
- Provided special care in delivering fragile and hazardous products.
- Exceeded customer satisfaction targets, scoring highly on in-app ratings.
- Communicated with all partners, including dispatchers, upper management and colleagues.
- Delivered messages and packages within desired timeframes.
- Maintained delivery vehicle clean and in safe operating condition.
- Maintained log of all deliveries and related information for reference and confirmation.
- Completed end-to-end deliveries by reaching assigned customers on time and obtaining signatures.
- Built and maintained strong working relationships with regular customers.
- Supported customers with special requirements to enhance service.
- Utilised hand-held devices to capture, document and communicate proof of delivery.
- Contacted customers ahead of parcel drop-offs, effectively confirming and coordinating delivery times.
- Handled and stored luggage and packages with care to prevent damage.
- Located residential and commercial spaces quickly to meet delivery deadlines.
- Collected and returned unwanted stock to storage.
- Alerted customers about delays to pickup or delivery.
- Selected efficient routes in compliance with delivery instructions and fuel policies, continually meeting company targets.
- Alerted customers about delays to pickup or delivery to foster satisfaction.
- Welcomed guests in friendly, professional manner.

- Recorded required delivery documentation to maintain high levels of service efficiency.
- Maintained security of guest luggage and business property.

DELIVERY DRIVER

09/2017 - 09/2024

Amar Asghar | Bolton

This is a temp position ... it's once a week delivering tyres to businesses

AMAZON DELIVERY DRIVER

09/2016 - 06/2017

Amazon | Bradford

Delivering customer parcels to households and business premises

EDUCATION

NVQ Level 1 | Food prep and cooking
Food prep and cooking , Manchester

08/2016

Certificate of Higher Education | Health and safety in work place
Manchestre college , Manchester

05/2016

Certificate of Higher Education | Food safety and catering
Manchester college , Manchester

05/2016

Certificate of Higher Education | Communication skills in prep for work
Manchester college , Manchester

11/2015

NVQ Level 1 | Hairdressing and barbering
Manchester college, Manchester

09/2014

Certificate of Higher Education | Introduction to psychological
Manchester college , Manchester

04/2014

Certificate of Higher Education | Personal progression and development
Mamchester college , Manchester

03/2014

Certificate of Higher Education | IT level 2
Ofqual, Wales

07/2013

Certificate of Higher Education | IT user skills
Ofqual, Wales

07/2013

○	Certificate of Higher Education Sociology concepts and perspectives <i>07/2013</i> Manchester college, Manchester	
○	Certificate of Higher Education ITQ Ofqual, Wales	<i>06/2013</i>
○	GCSEs Social science Manchester college , Manchester	<i>05/2013</i>