

KENNETH REID

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SUMMARY

Qualified HGV Class 1 Driver with extensive background in customer service and planning my time effectively. Utilises superior communication skills to build meaningful, trusting relationships that exceed client demands.

EXPERIENCE

10/2011 to 08/2023 Cereal taxonomist

Scottish government - Edinburgh, Edinburgh

- Collaborated with team members to achieve target results.
- Picked up additional tasks to aid team success.
- Thrived in fast-paced environment with energy and enthusiasm.
- Engaged with customers to better understand needs and deliver excellent service.
- Developed excellent working knowledge of industry trends and improvements in processes.
- Explored and created new ways to resolve problems with processes, technology or team members to improve overall efficiency.
- Built and maintained courteous and effective working relationships.

03/2004 to 09/2011 Customer Adviser

HMRC - Livingston, West Lothian

- Demonstrated thorough working knowledge of Excel, PowerPoint and Word to deliver precise, reliable administrative support.
- Kept customers informed on issue investigation proceedings to maintain clear, positive communication lines.
- Enhanced customer service ratings through compassionate, considered customer care provisions.
- Remained calm under pressure throughout customer complaints, delivering positive, professional resolutions.
- Reduced customer call times by quickly establishing concerns and delivering clear, considered resolutions.
- Consistently delivered against high-volume call handling targets through accurate, efficient service.
- Used outstanding communication and interpersonal skills to build positive, professional face-to-face and over-the-phone customer relationships.
- Resolved customer queries over phone and by email.
- Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests.

09/2023 to I

HGV Class 1 Driver

currently work here Waste Logistics Solutions - Bathgate, West Lothian

- Maintained detailed driving and delivery logs.
- Maintained excellent fuel efficiency throughout journeys to reduce excess spend.
- Assessed equipment before and after use, following strict roadworthiness and safety procedures.
- Drove according to manager and company guidance, minimising product damage.
- Meticulously monitored delivery loads, carrying out checks for accuracy and safety.
- Maintained load security throughout pre-determined routes to ensure public and goods safety.
- Drove HGV fleet in strict accordance with UK road regulations.

SKILLS

- Time management
- Flexible worker
- Positive attitude
- Polite and friendly
- Vigilant and alert
- Quick learner

EDUCATION

- 05/2002 to 05/2002** **A-Levels:** Modern Studies
Inveralmond Community High School - Livingston, West Lothian
- 05/2002 to 05/2002** **A-Levels:** Mathematics
Inveralmond Community High School - Livingston, West Lothian
- 05/2002 to 05/2002** **A-Levels:** History
Inveralmond Community High School - Livingston, West Lothian

HOBBY AND INTERESTS

- Walking
- Sports
- Traveling
- Spending time with family