

Nicola Briers
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Personal Statement

Very client focused and highly professional articulate and motivated individual with extensive customer service experience and a proven ability to organise and achieve results both individually and within a team. Very much a people person with the ability to build strong relationships and find challenges extremely rewarding.

Key Skills

- Excellent communication skills, both written and oral.
- Problem solving, organisational and Interpersonal skills.
- Extensive Administrative skills e.g. report writing, maintaining records, statistics.
- Computer literate-packages incl.: Outlook, Excel, Word,
- Quick to learn.
- Good communication skills and have reported directly to various levels including Director.
- Driving for 30 years and I have HGV licenses class 1 and 2.
- Use of a PDA devices.

Career History

Class 2 Driver Lloyd Fraser April 2021 – 22nd September 2023

- Delivering fashion to a number of stores in the north west and north east.
- Drive company Class 2 vehicles and operate company equipment safely.
- Carry out daily vehicle checks and report any defects.
- Ensuring loads were delivered on time and safely.
- Taco hours and rules adhered to.
- Keeping the customer up to date with delivery issues and or problems

Career Break August 2019 – April 2021. Due to Covid.

Logistics Administrator Optima Logistics October 2017 – August 2019

- Processing customer orders.
- Liaising with customers and warehouse operators to ensure stock is returned.
- Ensure customer stock is processed on the system by warehouse.
- Also making sure everything is done on time and corrected all the time.
- Ensuring all drivers delivery notes produced.
- Liaising with transport manager to ensure all deliveries, delivered in a timely fashion.
- Advising drivers with customers requirements.

- Keeping customers informed of late deliveries.

Office Assistant Turner and Wilson

Sept 14 - Sept 2017

- Processing daily sales orders.
- Liaising with the workshop to ensure liners delivered to client on time.
- All aspect of administration.
- Invoicing
- Commutation with clients via email and telephone.
- Ensuring all drivers delivery notes produced.
- Advising drivers with customers' requirements.
- Keeping customers informed of late deliveries.
- Processing analogue Tachograph charts.
- Ensuring driver hours regulations were correctly recorded.
- Liaising with vehicle servicing company to ensure all defected were righted on time.

Pre 2011 available on request

Education

5 CSE/O-Levels

1 CPVE Pass (Certificate of Pre-Vocational Education)

CPC (Certificate of Professional Competence)

Highfield Level 2 Certificate in Warehousing and Storage Principles (RQF)

Highfield Level 2 Certificate in Customer Services (RQF)

Highfield Level 1 Extended Certificate In Personal Development for Employability (RQF)

Interest and Hobbies

Football Reading Walking my dog Land Rovers

Full driving license Class 1 and 2 with 6 points

References: Available on request.