



NUNO TAVARES

*DELIVERY DRIVER &
FISHMOUGUER*

CONTACT



Blackwater, Hampshire



07832352870



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DRIVING LICENSE HELD

- Full UK Driver Licence.
- Full UK Motorcycle Driver Licence
- Category C 2 Licence.
- CPC Qualification is valid until
14/08/2028
- Digital tachograph UK card

ABOUT ME

I am a Portuguese native with extensive work experience that has allowed me to develop a strong command of the English language.

For sixteen years, I served as a distribution driver in Lisbon, specializing in the delivery of fresh fish to the hospitality industry. This role required me to operate in a highly demanding and fast-paced environment, often during unsocial hours, including nights and weekends. Throughout this time, I developed strong skills in route planning and navigation, allowing me to efficiently and effectively complete deliveries, even in challenging scenarios. I am known for my proactive approach in problem-solving, always seeking solutions to overcome obstacles and ensure customer satisfaction. Maintaining a customer-centric mindset, I consistently strive to meet and exceed the needs and expectations of our clients, a commitment that has contributed to my success in the field.

PROFESSIONAL EXPERIENCE

**Filleter & Quality
Assurance
Supervisor**

**The Fish Society
Pirbright, Guildford UK
Oct 2020 to Present day**

- Responsible for purchasing fresh fish from various fish auctions located in the UK.
- Verifying and confirming that all fresh fish arrive in good condition, following the SALSA and HACCP standards.
- Ensure that all cuts and packaging meet the high standards set by the company.
- Train new staff and fishmongers in the UK and abroad to ensure they have the necessary skills and knowledge to perform their roles effectively.
- Forklift Bendi driver

Part-time Pizza delivery driver

**Dominos
Frimley ,Camberley, Aldershot &
Farnborough UK Dec 2021 to Feb 2023**

- Delivered pizzas and other menu items promptly to customers' locations, ensuring order accuracy and quality.
- Demonstrated strong knowledge of local roads and routes, optimizing delivery efficiency.

EDUCATION AND QUALIFICATIONS

- Microsoft Office user - 2002
- Key stage 3
- First Aid Course - 2021
- Level 2 Health and Safety in the Workplace - 2023
- Level 2 HACCP for Manufacturing - 2023
- Food allergen awareness - 2023
- Food Safety & Hygiene (Level 2) - 2023
- Forklift Bendi driver

LANGUAGES

- Portuguese (native)
- English (fluent)
- Spanish (fluent)
- Italian
- French

HOBBIES / INTERESTS

- Reading, travelling, and personal development.
- Exploring nature and visiting historical sites.
- I like to ride my bicycle and motorcycle,
- Driving is something that gives me great pleasure.
- I am skilled in DIY, especially with wood.

WORK PERMIT IN THE UK

- Portuguese origin, living in the UK since 2020 before Brexit.
- Eligible to work in the UK with valid pre-settlement status.
- All necessary documents available for presentation when required

- Maintained a professional and courteous attitude while interacting with customers, ensuring positive customer experiences.
- Managed transactions and maintained accurate records of sales, tips, and mileage.

Lago Fresco - Fresh Fish Feb 2004-Mar 2020 **Company Cascais, Lisbon** **Portugal**

- Gained specialization as a fishmonger, focusing on filleting and portioning for various clients, including hotels, restaurants, catering companies and private customers.
- Process orders and deliver them to customers in the Lisbon area, ensuring timely delivery.
- Gained extensive knowledge of the city and became experienced in navigating the busy streets with a long temperature control distribution van.
- The company closed its activity due to Covid 19

Call Center project analyst assistant and **quality assurance supervisor**

SITEL Group, Watford UK Sept 2001 - Sept 2003

- Received raw information regarding the call centre sales team's performance and compiled it into meaningful reports for managers and project analysts.
- Responsible for verifying all customer data with whom verbal contracts were made and ensuring that the information was accurately reflected in the automatic reports generated by the system.
- Responsible for ensuring the quality of contracts made over the phone by verifying that all contract points were referred to and communicated to the customer.
- Providing training sessions to the salespersons whenever necessary. These training sessions aimed to enhance their performance and equip them with the necessary knowledge and information to communicate with customers effectively.