

# Richard Reid

## Class 1 Hgv Driver

[ricrreid@gmail.com](mailto:ricrreid@gmail.com)

+44 7878 776126

Class C+E driver

DQC Card

Tachograph Card

5 years delivery experience (up to 7.5t loads)

2 months hgv class 1 experience to date

8 months hgv class 2 experience to date

Willing to relocate: Anywhere

## Personal Details

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**Driver's License:** C, C1, C1E, CE, Cars

**Eligible to work in the UK:** Yes

**Highest Level of Education:** GCSE or equivalent

**Industry:** Transportation Services

**Total years of experience:** 5

## Work Experience

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### HGV Class 1 & 2 Driver

Evri - Carlisle

November 2022 to Present

Delivering palletised parcels between depots around southern Scotland and North West England

### HGV Class 1 Driver

Eddie Stobart - Penrith

September 2022 to October 2022

Curtain sided lorries up to 44t

Class 1 trunking to distribution centres in Scotland

### Delivery Driver

Amazon Flex (Deliveries) - Carlisle

June 2020 to August 2022

Delivering domestic and business parcels around Carlisle and the surrounding areas using my own vehicle (car)

### Night Trunk Driver

Active Driver / Parcelforce - Coventry

June 2018 to July 2020

Collecting parcels from Parcelforce depot in Coventry and delivering to a set location elsewhere in the country overnight to return the following night.  
(Vehicle used - 3.5t LWB van)

### **Highway Surveyor**

John Reid Consultancy Services

August 2014 to June 2018

Nature of Business: Highways • Obtaining data and mapping the roads for Portsmouth City Council • Editing daily data collection to ensure accurate mapping information is provided • Connecting to the off site servers and synchronizing all recorded data on a daily basis • Plotting map routes for upcoming days surveying

### **Bar Staff**

The Ship Inn

April 2014 to August 2014

Bar Staff (FT Perm) Nature of Business: Leisure • Serving food and beverages to customers • Set up of the bar/restaurant on a morning shift • Maintaining the outdoor terrace area • Cash handling • Stock maintenance • All associated bar and restaurant cleaning tasks

### **Self Employed Highway Surveyor (Contractor)**

John Reid Consultancy Services

November 2013 to April 2014

Nature of Business: Highways • Assessing the extent of any damaged footpath defects from all across the Yorkshire borough of Calderdale • Connecting to the off site servers and synchronizing all recorded data on a daily basis • Plotting map routes for upcoming days surveying

### **Operations Support Analyst**

Zafire Limited

January 2008 to October 2013

FT Perm) Nature of Business: Software • Providing detailed diagnosis of incidents relating to internal software issues.

- Using ITIL methodology to escalate and resolve incidents with internal departments to correspond with SLA's.
- Monitoring system performance in-line with provided guidelines to maximize availability of services.
- Creating and delivering service improvement plans • Involvement in IT Projects and Software Development • Insuring adherence to Incident Management, Problem Management and Change Management processes.
- Liaising with Software Developers to action requests/tasks during Major Incidents and generating Incident Reports following incident resolution.
- Providing additional resource supplementing IT Operators to log Incidents and Service Requests within the call/ticket logging system • Escalating and taking ownership of any Major Incidents • Providing 2nd Line (Bespoke in-house Application (Smart)) support.
- Creating and owning System Change Requests liaising with business to ensure minimal impact.
- Mentoring IT operational staff • Application Testing using test servers

### **Programme Assessor (Contractor)**

Zenos IT Academy - Banbury

January 2007 to December 2007

Nature of Business: College • Understanding and training on the grading criteria for each module syllabus • Marking students completed exam and mock exam papers • Input into best practice and revised marking methods should any syllabus appear to difficult due to poor exam results • Raising concerns about consistently under achieving classes or where given answers on exams appear overly consistent within any one class • Keeping up to speed with required marking targets

### **Desktop Support Analyst (FT Perm)**

Mansion - Gibraltar

March 2006 to December 2006

Nature of Business: Gaming • Logging and prioritising incoming fault calls from internal and external customers • Fixing 1st, 2nd and 3rd line calls at first point of contact using remote tools including: • Application fixes, software updates, driver installs, troubleshooting printer, OS problems (mainly XP and Vista), LAN and WAN faults involving hubs, routers and switches • Distributing calls to engineers and 3rd parties when required • Managing and troubleshooting companywide Major incidents through to closure. This included taking end users through router and server resets as well as talking them through reseating cables and bypassing UPS's when required. This included reporting to Service delivery managers and directors • Covering for Service Desk Team Leader when required

### **Operations Support Analyst**

FT Perm

July 2003 to February 2006

Nature of Business: Software

I worked various roles all over the UK, including Guernsey, between leaving school in 1995 and starting my IT career in 2003. The roles included bar work, waiting in restaurants, labouring on building sites and warehouse work.

## Education

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### **G.C.S.E's in Drama**

Lord Williams School - Thame

1990 to 1995

## Skills

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- ACCESS (Less than 1 year)
- ACTIVE DIRECTORY (Less than 1 year)
- EXCEL (10+ years)
- EXCHANGE (Less than 1 year)
- HELPDESK (5 years)

## Additional Information

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Key Skills

- Microsoft Office - 2003, 2007, 2010 - PowerPoint, Word, Access and Excel

#### IT/Software Experience

- Windows '95, '98, 2000, XP, Vista and Windows 7, Microsoft Office '95, '97, 2000, XP, 2003, 2007 and 2010
- iPad and iPhone
- Helpdesk software - Heat, Smart, Lotus Notes
- Microsoft Exchange and Active Directory
- TCP/IP and basic knowledge of routers, switches and hubs
- Remote control software, LANDesk Remote Desktop