

Rickardo Williams

Birmingham

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Full SIA Security Guarding License - recently passed course (March 2025)

I am an honest and reliable worker who is driven, and goal orientated. I have been able to gain excellent communication and customer service skills, great attention to detail and build a good work ethic throughout my years in employment. Being able to use my initiative, make quick decisions and stay calm under pressure are also qualities that I hold in high regard. My physical fitness and strength has been a key component in delivering a great level of service and work in my previous roles as a Driver's mate, Delivery Assistant and Warehouse Operative. I am an experienced driver's mate, careful with deliveries and good at planning optimum routes. Reliable in meeting schedules with minimum delays, no accidents and well-maintained vehicles. Attentive to details of individual delivery requirements and changing traffic conditions.

With over 6 years of experience in delivering exceptional customer service, I am a dedicated and proactive professional who excels in fast-paced environments. I possess strong communication, problem-solving, and active listening skills, allowing me to resolve issues efficiently while building lasting relationships with customers. My ability to stay calm under pressure, combined with a positive attitude and empathy, ensures a consistently high level of customer satisfaction. I thrive on helping customers find solutions and am committed to delivering top-tier service that aligns with company goals and enhances the overall customer experience.

Experience

Career Break - Sept 2024 - now (becoming a full time in house carer for a family member) ready to now get back into full time employment.

November 2023 - September 2024

Driver's Mate

DHL - Birmingham

- Assisting with loading and unloading goods
- Assist the driver with navigation, including reading maps or GPS systems and planning the most efficient routes.
- Verify that the correct items are being loaded and delivered according to delivery instructions
- Cross-check delivery notes or invoices with the goods being delivered
- Obtain customer signatures for delivery confirmations and handle minor customer inquiries or concerns.
- Assist in ensuring deliveries are made on time by coordinating with the driver and keeping track of the delivery schedule.
- Update the driver on delays or route changes.
- Assist in filling out delivery paperwork or logs, ensuring all documentation is completed accurately.

- Help manage damaged or incorrect deliveries, and communicate issues back to the office if necessary.
- Assist the driver in resolving any on-the-road problems, such as minor vehicle breakdowns.

June 2022 - Present

Customer Service Advisor - Ocado

Remote / Weekends only

- Respond to customer queries about product availability, delivery times, pricing, and promotions.
- Provide product recommendations and help customers navigate the Ocado website or app.
- Assist customers with issues related to late, missed, or incorrect deliveries.
- Ensure that refunds are processed promptly, and customers are informed about the next steps.
- Help customers with login problems, password resets, and account updates (e.g., address changes).
- Resolve complaints professionally, aiming for customer satisfaction and offering compensation where appropriate.
- Address complaints about the quality of products, delivery service, or customer interactions.
- Assist customers with returns of non-perishable items or defective goods, ensuring a smooth return process.
- Arrange for pick-up or provide return instructions based on Ocado's return policy.
- Handle special requests for bulk orders or corporate accounts, ensuring that large deliveries are organised and fulfilled correctly.

April 2022 - May 2023

Drivers Mate

Matthew Clarke - Birmingham

- Experience in delivering cases and barrels to customers.
- Often having to liaise professionally with customers.
- Helping the driver with loading and unloading products from the van.
- It is mandatory that I complete all delivery paperwork on time accurately
- Actively promoting and engaging with new ways of working and Distribution processes
- Met and surpassed productivity targets and quality standards.
- Completed daily pre-departure inspection checklist before every shift.
- Loaded vehicle, properly securing items to prevent load shifting and damage during transportation.
- Handled merchandise carefully to provide safe delivery.

April 20 2020 - October 2022

Customer Service Administrator - Purple Bricks Estate Agents

Remote

- Respond to client inquiries about available properties, pricing, and the buying/renting process.
- Provide detailed and accurate information on property listings, including location, features, and market value.
- Offer clients guidance on market trends, property prices, and the best time to buy or sell.
- Facilitate negotiations between buyers and sellers or landlords and tenants to ensure a fair deal.
- Ensure all documents are accurate and compliant with legal requirements.
- Ensure property details are up-to-date on online portals, brochures, and agency websites.
- Offer feedback to sellers or landlords after property viewings, sharing prospective buyers' or tenants' opinions and suggestions.
- Assist clients during the move-in or move-out process, providing information on utilities, maintenance, or deposit return.

January 2018 - March 2022
Delivery Assistant MediQuip
Birmingham

- Delivering and installing health-related products that help customers remain independent in their own homes for longer.
- scheduling delivery times, picking up parcels and delivering orders to customers on predetermined routes.
- Obtained required signatures when delivering high-value parcels to customers.
- Ensured goods were securely fastened into vehicles before starting journeys through meticulous quality inspections.
- Used excellent customer service skills and friendly approach when interacting with customers during deliveries.
- Verified each delivery against shipping instructions before delivering to customers.
- Resolved customer complaints and adjusted orders to satisfaction post-delivery.

January 2017 - January 2018
Warehouse Operative Morrisons

- Identified and removed damaged products, quickly replacing items with quality stock to minimise customer delays.
- Assisted team members with picking, packing and processing tasks to increase overall warehouse efficiency.
- Consistently complied with workplace health and safety measures to minimise operational risk.
- Carried out day-to-day warehouse duties with care and attention, maintaining compliance with safety standards.
- Restocked shelves with strict attention to detail, utilising time management and organisation skills to maximise efficiency.
- Maintained excellent physical fitness levels to safely lift and manoeuvre heavy orders and deliveries.
- Assessed packages and counted stock to ensure delivery accuracy before unloading and processing.

November 2015 - January 2017
Customer Service Advisor - Bright House
Birmingham

- Respond to questions about product availability, pricing, payment plans, warranties, and delivery options.
- Provide detailed information on how the rent-to-own process works, including contract terms and interest rates.
- Assist with adjusting payment schedules or offering solutions for customers facing financial difficulties.
- Ensure customers understand the financial commitment, interest rates, and terms of their rental agreements.
- Explain the implications of missed payments on credit scores and work with customers to avoid defaulting on payments
- Recommend additional products or upgrades based on customers' needs.
- Build and maintain positive relationships with customers by ensuring they feel supported throughout their rental journey.

- Coordinate with the collections team to assist customers who have missed payments or fallen behind on their payment plans.
- Ensure returned products are in acceptable condition and explain any associated return fees or penalties.

Education

- GCSE - Maths, English, Science, IT, Religious Education.
St John Wall Catholic School, Birmingham
- Level 2 - Full certification in Personal Track Safety (PTS)
- Fire Safety Level 2
- NSS12 Temporary Traffic Management

Skills

- Heavy Lifting
- Time management (Planning and prioritising tasks effectively to manage time efficiently, Completing tasks in a timely manner without compromising quality and Setting and pursuing personal and professional goals systematically).
- Customer Service skills - The ability to clearly and effectively explain information, products, and services to customers, showing understanding by paraphrasing or summarising what the customer has said and asking clarifying questions, being resourceful and offering alternatives when the initial solution doesn't meet the customer's expectations.
- Leadership - Providing direction and setting a clear path for achieving objectives
- Adaptability - adjusting to new situations, challenges, or changes in priorities. Accepting and acting on constructive criticism to improve performance. Remaining flexible and open to feedback or adjustments in the approach to service.
- Punctual - Managing time efficiently by prioritising tasks, resolving issues promptly, and ensuring customers don't experience unnecessary delays.
- Honest
- Dedicated

