

Soneeta (Sunni) Kular

Hemel Hempstead

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Personal Summary

I have recently passed my HGV class 2. I'm a capable, professional Class 2 Driver with a valid CPC and also MPQC card. An enthusiastic determined individual with the ability to work well under pressure in any environment. Proficient in diagnosing faults on a range of vehicles, using specialised equipment as well as using own initiative. Currently have over 7 years all round technical and mechanical expertise, with the ability to continually learn new skills. A self-motivated strong communicator with the ability to work to deadlines and targets independently, as well as within a team. A great problem solver, with the ability to work well with a diverse range of customers and team members. Presently seeking new and exciting opportunities where I can combine my experience and utilise current skills set to develop further professionally. I have recently qualified as an HGV Driver and am looking to find a role to fit with my skills.

Work History

Security Officer

Canary Wharf Group PLC

February 2020 – Present

- Shift Representative for Health Safety/Operations/Administrative.
- Weekly meetings with Directors of security.
- SIA & First Aid trained.
- Mental Health trained.
- Providing first class customer service at all times.
- Ensuring security checks are done at the barriers at the point of vehicle entry.
- Dealing with mental health/vulnerable people.
- Deal with unattended bags/items and dealt with appropriately.
- Deal with concerns from public.
- Occasionally work on different departments I.e. Traffic, car parks, retail, various other buildings, plain clothes team, as well as company driver.
- Occasionally step in as the Leader Security Officer (LSO), also known as supervisor.
- Deal with threats on the estate, I.E stabbing, protestors, shop thefts, and general crime.

Assistant Store Manager

Halfords Retail

August 2018 – January 2020

- Managed a team of 20 employees successfully.
- Taking on customer services complaints on daily basis.
- Working out the rota on Dayforce application.
- Daily KPI's with morning team meeting on targets and progressions.
- Taking on delivery and booking all relevant stock in.
- Training up colleagues on relevant tasks.
- Interviewing potential colleagues.
- Banking and Cashing up diligently.
- Sales target focused.
- Attending meetings with senior management and providing them with updates on the store.
- Dealing with advice on Auto and bikes and giving customers the corrects items required.
- 1:1 reviews with all colleagues on their progress and improvements.
- Trained in building bikes for customers.

Terminal Security Officer

Manchester Airport Group

December 2017 – August 2018

- Dealing with queue management to ensure security lanes are fully utilised.
- Ensuring that flow remains compliant with security regulations
- Providing professional, timely and accurate information to customers.
- Ensuring that all service standards are maintained.
- Providing customers with excellent customer service as they move through the terminal's security process in a safe and efficient manner.
- Preparing customers and their items for presentations at the boarding card readers and X-rays.
- VDU (visual display unit) trained.

Battery Technician

The AA

June 2010 – December 2017

- Using specialist diagnostic machines to diagnosing faults on vehicles.
- Effectively repairing a variety of vehicle faults on member's vehicles on the scene of a breakdown.
- Repairing punctures and changing tyres on a range of vehicles.
- Effectively meeting tyres sales and membership targets.
- Great communication and interaction skills towards members and other colleagues.
- Daily vehicle safety checks.
- Recovering vehicles from dangerous locations to relevant destinations.
- Regularly attend corporate performance meetings, as well as 1:1's on a regular basis.
- Gained my trailer licence.

Sales Assistant/ Cashier

Costco Wholesale

October 2007 – June 2010

- Handled large heavy, high value goods in addition to maintaining the shop floor.
- Continuously interacting with the customers, dealing with queries and managing orders.
- Replenishing and merchandising stock for department, as well as dealing with tyres sales.
- Engaged with marketing for the company which entailed going out to other companies to promote Costco membership.

Training and Education

HGVC

Passed January 2023

Cat C

CPC/DIGI/MPQC card available

NVQ, Ardleigh Green College

2002 – 2004

- Business Studies - Pass

2004 – 2006

- A' Level ICT

GCSE, The Chafford School

1998 – 2002

- Maths, English, Science – All Pass

Skills

- SIA Trained
- First Aid & Mental Health Trained
- Great problem solver
- Strong decision maker
- Great attention to data
- Team player
- Adaptable to environments
- Managerial
- Strong communicator

Interests

- Passion for cars which include regularly attending classic car shows with family, especially with two car shows issued in magazines.
- Socialising with friends and family, as well as keeping fit.