

Sophie Lester | HGV Driver - Class 1 & 2

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I recently decided to make a change and pursue a career as a HGV driver and I am now looking for my first driving job. I am honest, reliable and hard working – I'm very driven and funded my training myself. I have significant customer service experience; a common-sense approach and I am adaptable and resilient and enjoy learning new skills.

I am very keen to start my new career and improve on my skills as a driver and I'm available to start immediately if required.

Key information

HGV Class 1 & 2 license / CPC card / DIGI card
Clean UK driving record, no penalty points
10+ years customer service experience
Excellent verbal and written communication skills
British citizen with ability to work in the UK

Work history

Drive Thru MOT Ltd – January 2015 – December 2023

Service Advisor and Administrative Assistant January 2015-July 2016

I initially joined the company as a **Service Advisor and Administrative Assistant** and at this time I was front of house – my responsibilities in this very fast paced role included:

- Using the garage CRM system to book in vehicles for MOT, servicing or repairs and creating estimates, job sheets and invoices for charging customers once the job has been completed
- Answering all incoming calls which included; handling customer queries, providing estimates, providing technical information/advice either from my own knowledge or by consulting with a technician, booking in jobs, handling queries from suppliers or other businesses
- Upselling our services and products to new and existing customers
- Liaising between reception and the workshop – it was my job to pass the jobs through to the vehicle technicians and to monitor and manage the MOT queue and advise customers if their car has not passed the MOT and of any work that may need to be carried out
- Any administrative tasks as required by the Garage Manager or Managing Director

Administration Manager and PA to Managing Director July 2016-December 2023

Due to business expansion and thanks to my now extensive knowledge of the business I was promoted to my current role in July 2017 - reporting directly to the Managing Director on a daily basis and ensuring efficiency in all administrative aspects of the business. Whilst we now have a Service Advisor taking care of front of house – I am still assisting with answering customer enquiries and incoming calls as and when required and I am frequently working fast paced and under

pressure. This is a role with significant responsibility within the business and my multitasking skills have developed greatly in this role.

My responsibilities include:

- Managing the MD's diary and scheduling all meetings, appointments and travel
- Screening calls, directing correspondence and managing his email inbox
- Taking meeting minutes
- Act as the point of contact between the Managing Director and internal/external customers
- Handle requests and queries appropriately
- Source office supplies and staff uniforms
- Arranging staff Christmas parties and outings
- Devised and maintained office filing system
- Providing support and handling any advanced queries the Service Advisor may need assistance with e.g. pricing more complex repair work
- Renewing and negotiating supplier contracts including energy, water, internet and phones, the motor trade insurance policy which included the public and employer liability policies
- Logging motor trade claims and handling all communication until the claim is settled
- Managing monthly credit account customers which included requesting PO numbers, sending monthly statements, chasing outstanding payments, reconciling payments on the business bank account and creating a system for monitoring the credit accounts to ensure business continuation
- Advertising new job roles and creating staff contracts and personnel files for fulltime staff as well as apprentices
- Handling customer complaints and finding solutions
- Working alongside the accounts team to provide necessary data for the payroll as well as manually making the wage payments to staff on a monthly basis. I also made the monthly PAYE contribution to HMRC monitored the company business bank account
- Working alongside the accounts team to ensure smooth filing of the annual accounts
- Health and safety including completing the Fire Risk Assessment for the premises with guidance from local authority and completing a First Aid in the Workplace course most recently completed with St Johns Ambulance in January 2023
- Arranging our fire equipment is tested annually and ordering replacements as required
- Taking part in business strategy meetings to discuss plans for growing the business

The above list is not exhaustive, my role is very diverse and varies as per the daily and long term needs of the business.

Specialist Pharmaceutical Recruitment Resourcer - JustPharma March 2014-October 2014

My role as a Resourcer at JustPharma involved checking and screening CVs, and gathering detailed information on a candidates' education, work history and experiences. I was also performing specific searches on their database for candidates with matching experience for the roles I had, using LinkedIn to network and headhunt, and managing my diary and scheduled calls with candidates. I am also responsible for advertising the roles online.

PG Mutual Friendly Society; Income Protection Provider November 2010-March 2014

Positions held: **Membership Services Assistant November 2010-July 2012**

Operations Supervisor - July 2012 - March 2014

My role at PG Mutual as supervisor was to ensure the efficient running of the Operations area, to support the Operations Manager and supervise the Membership Services team. This is a complex and diverse role, fundamentally focused on ensuring customer service excellence and ensuring service level agreements are met. I was responsible for assisting the team in day to day tasks and enquiries, monitoring workloads and reporting to the Head of Operations. Due to the sensitive nature of the information on file and discussed with our members, often regarding their health and their finances - it was very important to be able to communicate effectively. I conducted the interviewing process for a member of staff to join the team, which involved reviewing CV's and inviting candidates for interviews. I also took part in the interviewing process, alongside the CEO and made the final decision on the applicant.

Due to the nature of my role I gained extensive experience in handling customer dissatisfaction.

My responsibilities included:

- Implementing new robust and streamlined controls
- Reviewing initial claim assessments, and authorising for payment
- Reviewing long term claims, including obtaining medical certification and reviewing medical records and reports and often speaking directly to claimants regarding their incapacity
- Handling queries from new leads, and providing illustrations and discussing policy options
- Handling enquiries from existing members, and financial advisors via telephone and email
- Generating monthly reports on the Operations Area including information on new business and claims statistics, and reporting this to the Senior Management Team

In this role I received numerous testimonials and letters of thanks by our members, particularly claimants, for the patient, timely and diligent manner in which I handled their queries.

My role required attention for detail and good organisation as well as problem solving skills, all of which I was pleased to have been able to develop during my time at PG Mutual.

I voluntarily attended several shows, including BSAVA Congress and The Pharmacy Show, to broaden my knowledge of the market and lend a hand in answering any queries from members of the public. I assisted in collecting customer data and providing further information on the product and provided illustrations. I also attended Lucid Conference 2013, and assisted in hosting the Society's first Friendly Society Claims forum in November 2013.

Forecourt Assistant - Marshall Motor Group, Esso forecourt March 2010-November 2010

This was a predominantly customer service role, my responsibilities in this role included:

- Serving customers at the till
- Replenishing stock in the shop and monitoring stock availability
- Overseeing the forecourt and being responsible for health and safety
- Dealing with customer dissatisfaction

Kitchen Porter - (part time) Cock o' the North Pub March 2009-February 2010

My responsibilities in this role included:

- Maintaining kitchen hygiene standards including prep area and equipment

- Food storage and preparation
- Maintaining health and safety standards
- General cleaning

I also achieved a basic food hygiene certificate whilst in this position.

Education and achievements

Bishops Hatfield Girls School 2003-2008

GCSE English language Grade C / GCSE English literature Grade C

GCSE Maths Grade C

GCSE Double science award Grade C/ GCSE Single science aware Grade C

GCSE PE Grade E/ GCSE Geography Grade E

Stanborough 6th form 2008-2009

BTEC Business Certificate achieved Grade C

References

I can provide references upon request.