

STEPHEN WALLER

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SUMMARY

I have extensive experience in managing a small business as an owner/operator, at the start of the pandemic I took the decision to place my company into voluntary liquidation due to the unclear situation with Covid 19 and having managed to find my employees alternative employment.

I believe my strengths to be communication, organisation and my desire to always do the best possible job that I can.

Throughout my working life I have always been involved with commercial vehicles (3.5t up to 26t), from the driving side to the upkeep and maintenance.

EXPERIENCE

11/2021 to Current **Class 2 HGV Driver**

Heygates — Bugbrooke, Northamptonshire

- Uses safe and controlled driving practices when operating and manoeuvring 18/26 tonne lorries both automatic and split gears (4 up, 4 down).
- Maintains trucks in excellent, safe and efficient working order through regular inspections and performance tests.
- Follows planned routes set by Transport Planners, effectively tailoring using GPS when delays occurred.
- Accurately anticipates delays, planning alternative routes and updating customers.
- Smartly handles customer problems arising on delivery, contacting Transport Managers to facilitate resolution.
- Uses excellent, attentive and friendly customer service techniques when communicating with customers during deliveries.

04/2020 to 10/2021 **Stock control/Van driver**

Collins Fresh Produce Ltd — Northampton , Northamptonshire

- Closely followed safe driving practices and highway laws while driving 3.5 tonne vans.
- Proactively identified potential and present hazards while driving to mitigate road accidents.
- Greeted clients upon arrival to destination, ensuring all required delivery documentation was signed prior to returning to depot.
- Drove according to manager and company guidance, minimising product damage.
- Kept abreast of stock levels, modifying purchasing quantities and delivery frequency to meet customer demand.
- Cleaned and tidied storage areas to maintain health and safety standards.

- Recorded and reported missing stock or lost inventory to managing directors.
- Tracked inventory use and estimated needs for timely reordering.
- Counted incoming pallets to determine accuracy of received goods.
- Identified and removed damaged items and coordinated returns processes to recapture lost value.
- Conducted stock counts of storeroom inventory.
- Monitored, recorded and helped with investigations of missing stock.

04/1999 to 03/2020 Sales/Van Driver

Tuckleys Foods Ltd — Northampton , Northamptonshire

- Developed and managed relationships with existing and prospective clients.
- Collaborated with sales and marketing teams to identify sales opportunities and create product promotions based on trends.
- Obtained best prices for products, services and contracts using excellent persuasion and negotiation techniques.
- Handled customer objections with professionalism, consolidating consumer trust.
- Proactively cold-called and emailed potential customers to build client base and increase sales.
- Provided helpful, attentive sales support to generate positive customer feedback.
- Self-managed workload under pressure to consistently meet deadlines.
- Guaranteed proper storage of products in line with temperature, cleanliness and security regulations.
- Consistently abided by traffic laws, ensuring vehicles were driven and parked with consideration to other road users and pedestrians.
- Worked in temperature-controlled environments, implementing appropriate safety precautions.
- Operated motor vehicles safely and in line with UK Highway Code.
- Loaded vehicle, properly securing items to prevent load shifting and damage during transportation.
- Obtained signatures on invoices and credits to maintain compliant documentation.
- Established long-term customer relationships through prompt and courteous service.
- Checked vehicle's fluid levels and tyre pressure, promptly scheduling any required repairs.
- Operated manual and mechanical equipment safely to minimise injury and accident risks.
- Obtained signatures needed to complete and process paperwork upon deliveries.

SKILLS

- Professional attitude
- Great communicator
- Organised
- Good time keeping
- Technically knowledgeable
- Takes responsibility
- Defensive driving skills
- Clean & tidy
- Driving fork lift trucks although my licence has lapsed
- Team player

EDUCATION

1989

GCSEs: English

Mereway Upper School — Northampton , Northamptonshire

1989

GCSEs: Maths

Mereway Upper School — Northampton , Northamptonshire

1989

GCSEs: Science

Mereway Upper School — Northampton , Northamptonshire

1989

GCSEs: Geography

Mereway Upper School — Northampton , Northamptonshire

1989

GCSEs: Home Economics

Mereway Upper School — Northampton , Northamptonshire

HOBBIES

Reading a wide genre of books

Listening to music

Participation of martial arts (karate)

Attending street food events