

Vishal Verma

Experienced and self-motivated individual bringing forth valuable industry experience and a passion for customer service. Results oriented with a proven track record of working collaboratively with team members to achieve goals. Dedicated to providing quality care for ultimate customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients. Bilingual, hardworking, and ready to join my next team.

✉ vishalv1@yahoo.com

☎ 07704530207

📍 12 Agrimony Place, Mickleover, United Kingdom

WORK EXPERIENCE

HGV Class 2 Driver Angad Transport

12/2022 - Present Derby
collecting, transporting and delivering loads to and from sites. Loads often include loose materials used in construction, such as rocks, sand, wood and aggregate, as well as heavy equipment or refuse.

Achievements/Tasks

- Part Time

Class 2 HGV Driver Kwiikk Transport

11/2020 - 12/2022 Leicester
Operating and Managing commercial vehicles over 7.5 tonnes including Tipper, rigid trucks, articulated lorries, tankers, transporters and trailer wagons. Planning delivery schedules and routes. Supervising and helping to load/unload goods. Managing maintenance schedules for the fleet.

Team Supervisor Census Data Group

01/2020 - 11/2020 Bristol
I managed daily call centre operations. Developed and implemented staff training and mentoring programs. Implemented customer quality procedures. Dealt with customer issues in a courteous manner. Ensured that rules of conduct were adhered to during each call. Monitored staff calls for quality assurance purposes. Approved time off requests and prepared staff schedules. Provided initial training for each new call centre project.

Director Front Force Security

09/2017 - 01/2019 East Midlands
Working as a managing director of this security company. Sourcing security officers to different sites. Covering Static and CCTV security based within the East Midlands.

Customer Service Advisor Derby City Council

12/2014 - 12/2017 Derby, Derbyshire
Day to day office duties, taking phone calls from customers, meeting customers face to face and communicating over email. I was the first point of contact for customers. I worked for the service Derby Direct and I would report any issues or queries the customer had. I would then set a time limit the work needed and send it through to our works department to complete. I would also take action on any inspection reports that needed attention

EDUCATION

Customer Management NVQ City & Guilds

**Business Studies: A ICT: B Mathematics: C
English: C English Literature: C**
Merrill Academy GCSE

SKILLS

The ability to communicate effectively with clients

Having a long-term vision and leading a team of other professionals.

Working effectively within a team to accomplish key objectives.

The ability to appropriately delegate or assign work and tasks to others.

Managing other people according to the key principles of leadership and management.

Supervising junior staff members.

Providing outstanding customer service at all times and to all customers, including dealing with customer queries and complaints.

Managing workload, meeting deadlines and being organised at all times.

Dealing with others in a courteous and professional manner.

Using appropriate techniques to move others to action or to gain agreements.

LANGUAGES

English
Full Professional Proficiency

Punjabi
Full Professional Proficiency

Hindi
Professional Working Proficiency

Urdu
Professional Working Proficiency