



Gregory J Crawford

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D.O.B 8th August 1967

Summary *An excellent communicator and listener with a practical approach to work, acquiring new skills with an all round effective organisational ability. Proven to handle a wide range of tasks, a friendly and confident manner on the telephone and in person, also able to work under pressure.*

Enjoy working in a challenging and friendly environment with a flexible approach to developing new skills with an ability to learn new systems quickly.

Experienced in working both unsupervised and as a member of a team, involving the communication and support through all levels.

Skilled in the use of Microsoft office packages, at above user level. Proficient in upgrade and maintenance of PC equipment.

Experience *October 2004 - Present*

HGV C+ E Driver - On Contract through Agency

Working permanently with various clients in Central belt of Scotland.

Experience gained in:

*Shop Delivery
Trunking
Distribution to RDC's UK wide
HIAB deliveries
Tippers*

With Clients such as:

*Wincanton
Fowler Welch Coolchain
Night Freight
Palletline
TDG*

During this period of employment, I have provided excellent service to the Agencies clients and its customers by driving goods vehicles up to and including maximum size artic for the purpose of delivering and collecting loads and part loads.

Ensuring the safety and security of personnel, vehicle and the load by the adoption of safe driving practices and fulfilling all legal driving requirements.

Responsible for ensuring those deliveries are made on time within customers' delivery specifications.

Keeping Tachograph and Working Time Directive records as required by the Company and the law and completing related paperwork including time sheets and job sheets as required.

Carrying out daily pre use checks and completes defect paper work as appropriate.

August 2001 - October 2004

Business Development / Account Manager / Technical Recruiter - SGSTPS

This proved to be a challenging and exciting position; I learnt many new skills. This position has developed my skills in areas such as:

- *Building client relationships*
- *Networking to acquire new business*
- *Negotiating the terms for searching and placing*
- *Finding the “ideal” candidate*
- *Selling the candidate into the role*
- *Closing the deal*

My responsibilities were to carry out technical recruitment and sales functions throughout the central belt of Scotland. During this period of employment I was set financial budgets to meet, I successfully produced a turnover of approximately £750k and exceeded budgetary profit by 80%.

Responsible for:

- *Generating Leads*
- *Identifying new clients*
- *Meeting Clients*
- *Sourcing Vacancies*
- *Filling Vacancies*
- *Account Management*

June 2000 to August 2001

Technical Support Controller - Shering Weighing Ltd

Working between Customer Services & Sales to provide 1st Line technical and product support to customers and members of the “Sales team”.

Responsible for providing technical support and trouble shooting assistance to 12 Engineers based throughout the UK, and overseas. Aiming at all times to provide a suitable response to customers within the limits laid down by their SLA.

This post has given me experience of the operation and understanding of pressure transducers, as used in the weighing industry.

This post also required me to provide official upgrade and repair quotations relating to the production of BOM's, work schedules and the planning and provision of external contractors in both mechanical and electrical/electronic repairs.

Wrote and produced procedures in many different areas, from work instructions to repair procedures, ensuring that all levels of the quality system were adhered to at all times. Was responsible for the production of “Risk Assessments” to support Engineers whilst on site and in Hazardous Areas (Typically Zone 1 & Confined Spaces).

During this post I instigated a plan to assist the company in streamlining the Test & Calibration of weighing systems, whereby increasing profitability.

Self Verification Manager: Responsible for training and the satisfactory operation of the self-verification system, ensuring conformity with BSI & ISO Standards and the Weights & Measures Act for both UK and European standards and liaison with Trading Standard Authorities.

Responsible for ensuring that all standards were met by means of Quality Audits (both Internal & External). This involved the raising, documenting and following through to completion of Non Conformity Reports (NCR) and Corrective Action Requests (CAR).

March 2000 to May 2000

Customer Services Representative - Sky Digital

Working in my own time and at weekends to develop my personal skills, I was responsible for receiving, logging and handling of calls from customers in a very busy call centre handling a very high volume of calls per day, identifying and rectifying the customers' problems.

This was all carried out using the relevant computer systems, assuring customers of total quality and commitment at all times and ensuring that SLA's were met.

1996 to August 2000

Junior Technician - Royal Air Force

Responsible for the rectification and maintenance of Tornado aircraft avionics systems. Working within a Total Quality Management environment and adhering to Health & Safety Regulations.

Responsible for the maintenance and support of all IT equipment in the user area. Controlled aircraft documentation ensuring that this was coordinated and then forwarded onto the aircraft's parent unit.

This was aided by a computerised system that I installed and maintained. Other units then used this to ensure that our service complied with the ISO 9000 legislations.

1993 to 1996

Junior Technician - Royal Air Force

Maintained and rectified Harrier GR7 aircraft avionics systems, these being the most advanced systems in use in the Royal Air Force today.

Worked in a succession of demanding and exacting environments around the world in support of the United Nations peace effort.

Re-worked a specialist radiation spillage kit in order for it to comply with Health & Safety and the manufacturers requirements.

This involved the raising and following through to completion of Non Conformity Reports (NCR) and Corrective Action Requests (CAR) This spillage kit was then implemented as the standard employed throughout the service.

1991 to 1993

Junior Technician - Royal Air Force

Performed maintenance and rectification tasks of Buccaneer aircraft avionics systems, which were extensively upgraded for the Gulf Conflict.

These included major modifications to the LASER designation system that proved to be an important weapon in the outcome of the conflict.

Installed and maintained a field telephone system throughout the working environment.

1985 to 1991

Senior Aircraftman - Royal Air Force

Carried out flight line servicing and minor rectification to Phantom aircraft avionics systems.

Education *Madras College, St.Andrews*
1980-1984

“O” Grades
Arithmetic
Engineering Science
English
Geography
Mathematics
Physics

Further Education

OND Electronic Engineering
NVQ Level 3 Electronic Engineering

Specialist Training

First Aid and Basic Fire Fighting
Driving License B, C + E (1 endorsement - 3 Points)
CITB Fork Safe
HIAB Operators License
Helicopter Escape & Survival Course
Specialist courses in Avionics Systems
Telephone Sales Techniques

Software *MSDOS* *Windows, 3.x,95,98,ME,2000,XP*
MS Office 97,2000,XP (All packages) *MS Project 98*
MS Visio 5,2000 *MS Publisher 98, 2000*
MS Front Page 98, 2000 *MS Outlook*
Adobe Photoshop *Paintshop Pro 5,6*
EZAccess *Dejawn*

IT Skills *Building & Repair of PC's*
OS Installation & Configuration (Win 3.x,95,98,2000,ME,XP)
Software Installation & Configuration
Network / LAN Installation & Configuration
Hardware Installation & Configuration (Printers, Scanners, Modems etc)
Web Page Design & Upload, personal website: www.greg-crawford.co.uk

Interests *Home Computing (I run a wireless network of 4 Pc's in my home)*
The World Wide Web
Desk Top Publishing
Dinghy & Keelboat Sailing
DIY & Car maintenance
Swimming
Hill Walking
Tropical Fish Keeping