

# Otto Mihok

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## SUMMARY

Dedicated individual with proven experience in customer service and teamwork, effectively interacting with clients and colleagues in various settings. Demonstrates adaptability through flexible work schedules and initiative in ensuring efficient operations. Strong communication skills enhance interactions, fostering a positive environment and contributing to team success.

## EXPERIENCE

7,5 Tonne driver, Sofology, April 2025-Current

London, Enfield ,North London

- Delivered excellent customer service when interacting with clients.
- Checked loaded and unloaded goods matched delivery paperwork.
- Followed highway code and traffic laws throughout deliveries.
- Carried out vehicle maintenance, oil checks and assessed tyre pressure before long journeys.
- Planned and followed efficient, safe driving routes.
- Managed documentation for each delivery, including timesheets, delivery notes, and fuel receipts.
- Completed delivery paperwork and logbooks, submitting to managers daily.
- Maintained vehicle general hygiene, consistently meeting health and safety standards.
- Distributed weight safely and evenly to minimise transportation risk.
- Secured goods safely to prevent theft and harm.
- Conducted daily vehicle inspections to maintain optimal performance and safety standards.
- Delivering all types of sofas/furnitures through tight spaces, managing on-site assembly, and coordinating customer entry points.

Bus Driver , Arriva, February 2022-April 2025

London, North London

- Followed road rules to protect vehicle safety and passenger wellbeing daily.
- Assisted passengers with limited mobility to enter and exit vehicles safely.
- Demonstrated flexibility by working night shifts and weekends.
- Ensured bus cleanliness and managed lost property to enhance passenger experience between routes.
- Maintained a clean driving licence and complied with road rules.
- Completed thorough vehicle inspections before shifts to verify safe conditions.
- Achieved zero incidents involving collisions with vehicles or pedestrians.
- Responded to passenger queries with accurate information professionally with timely timetable and service details.
- Followed driver and vehicle standards agency rules plus local requirements.
- Reviewed bus routes and shift schedules to track changes regularly.

- Met timetables consistently by following safety protocols throughout each shift.
- Performed pre- and post-journey safety checks for roadworthiness.
- Operated multiple bus types on scheduled routes within strict timetables.
- Provided passengers with route schedules and fare information clearly.
- Reported issues to controllers, including blocked roads and delays.
- Handled antisocial behaviour calmly and professionally, prioritising passenger safety.
- Maintained relevant knowledge on travel, ticket types, fares or promotions by reading notices and updated fare books.
- Manoeuvred vehicles on narrow, busy streets and roads, maintaining passenger and pedestrian safety.
- Greeted passengers with a friendly smile, fostering a welcoming atmosphere and enhancing overall journey satisfaction.

Delivery Driver , DPD Local, February 2020-March 2022

DERBY , DERBYSHIRE

- Deliver parcels to homes and other drop-off locations each shift.
- Meet scheduled delivery time frames for every stop on route.
- Greeted customers on arrival, confirming expected parcel handover times to enhance customer satisfaction.
- Adjust routes when congested roads or road blocks delay schedules.
- Handle parcel delivery carefully to protect items in transit.
- Report delivery issues promptly to supervisor or manager for action.
- Call customers to share arrival times and keep expectations clear.
- Perform daily van checks and maintain a roadworthy vehicle standard.
- Scan packages and organise deliveries from first stop to last stop.
- Apologise to customers when vehicle problems disrupt delivery plans.
- Built strong relationships with regular customers, fostering loyalty and positive feedback for the company.
- Managed merchandise with attention to detail to provide safe delivery.

Ambulance Driver , Ambulanz , January 2015-February 2020

London , Enfield

- Pick up patients from home addresses and take them to appointments.
- Using stretchers and carry chairs for bedbound patients or limited walkers.
- Carry patients up and down stairs when stair access remains difficult for them.
- Informed patients and colleagues about next steps during each patient transfer for clarity.
- Coordinate with nurses, doctors, controllers, managers, and hospital staff.
- Use stair climbers and train others on safe operation.
- Drive smoothly, following road signs and speed limits.
- Follow manual handling procedures and daily risk assessments.
- Check van roadworthiness and complete equipment and patient item checklists.
- Communicated effectively with hospital staff to facilitate smooth handovers of patient care.
- making alternative routes for journeys, usually at short notice, when routes become blocked or highly congested in busy times.
- Carrying out deep cleans and sanitising equipment and interior after each patient use.

- Completing all necessary paperwork for smooth operation for hospital staff and patients and returning back to base when shift ended.

## **SKILLS**

- Customer service
- Safe driving practices
- Vehicle inspection
- Route planning
- Risk assessment
- Compliance adherence
- Patient interaction
- Documentation management
- Communication skills
- Professional driving licence
- Heavy Goods Vehicle (HGV) operation
- Multi-drop routes
- Safety awareness
- Understanding of road laws
- Punctuality
- Map reading
- Long-distance deliveries
- Vehicle maintenance and cleanliness
- Engine and tyre checks
- Punctuality and reliability
- Vehicle and passenger security
- Safety protocols
- Comfortable with night shifts
- Vehicle and equipment safety
- Professionalism
- Multitasking
- Knowledge of transport regulations
- Stress handling
- Handheld scanner operating
- Hazardous materials training
- Manual handling
- Loading and unloading assistance
- Route and journey planning

## **EDUCATION**

level 4

business studies, University of Wales trinity Saint David , London January 2025 - Current

NVQ Level 3

Media - DISTINCTION, Haringey Sixth Form , London January 2012 - January 2014

GCSEs

Maths, Edmonton County school, London January 2006 - January 2012

GCSEs

English , Edmonton county , London January 2006 - January 2012

## **LANGUAGES**

CZECH -FLUENT

FRENCH-BEGINNER

## **CERTIFICATIONS**

- Class 2, Category D, Licence

Reference can be provided upon request.

## Cover letter

**Otto Mihok**

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**ELV SOLUTION LIMITED**  
ENFIELD  
EN3 7UA LONDON

19 July 2026

### **Re: HGV Class 2 Driver at Enfield.**

Dear Hiring Manager,

I'm writing to express my interest in the HGV Class 2 Driver listed on indeed. Given my 10 years of driving experience and relevant skills, I would appreciate your consideration for this position. I strongly believe I am a strong candidate for this role considering my experience in a similar role I have done previously.

I have a history of successfully and confidently leading teams within fast-paced environments. The combination of my skills, training and experience make me an excellent match for this position. Additionally, I have a proven track record in teamwork and communication, which are critical transferrable abilities that will help me succeed in this role. I have also driven different types of vehicle such as vans, buses, coaches, 7.5 tonne and I have just passed my class 2 license. I believe I have the right experience for this role and I would love to further discuss this role in the future. I am a very hard working individual who is aiming for success and try to do his best at all times.

Hopefully, this cover letter and my CV provide a broad view of my work history. I would love the opportunity to further elaborate on my suitability for the position and am confident that I am a good fit for the role as I have the driving ability that your company is looking for.

Sincerely,  
Otto Mihok

*Otto Mihok*