

James Lawrence

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PROFESSIONAL SUMMARY

Senior Bus Operator with over 15 years of experience in municipal transport and long-distance coach driving. Proven track record of maintaining a 100 percent accident-free safety rating while serving over 500,000 passengers annually. Expert in accessibility compliance, route navigation, and preventative vehicle maintenance.

WORK EXPERIENCE

Senior PCV Bus Driver | Go North West | Manchester, UK

Mar 2016 - Present

- Managed high-volume urban routes serving over 1,200 passengers per shift with a 99 percent on-time arrival rate.
- Achieved a milestone of 400,000 miles driven without a single preventable accident or safety violation.
- Mentored 15 junior drivers on defensive driving techniques and extreme weather navigation in Northern England.
- Implemented a new passenger boarding protocol that reduced dwell time at major city centre stops by 12 percent.
- Recognised as Driver of the Year in 2022 for exceptional service and a perfect attendance record.

Coach Driver | National Express | Birmingham, UK

May 2011 - Feb 2016

- Operated 55-passenger executive motor coaches on long-distance routes across the UK maintaining strict tachograph compliance.
- Provided premium customer service to passengers while managing ticket sales and baggage handling for 80+ travellers daily.
- Performed comprehensive pre-trip mechanical inspections that identified cooling system leaks, preventing potential breakdowns on 10 occasions.
- Achieved a fuel efficiency increase of 8 percent through optimised gear shifting and speed management techniques.

Bus Driver | Stagecoach | Stockport, UK

Jan 2008 - Apr 2011

- Safely transported diverse passenger groups daily while maintaining a disciplined and safe environment on the vehicle.
- Coordinated with depot managers to redesign three bus routes, reducing total morning transit time by 20 minutes.
- Conducted emergency evacuation drills to ensure passenger preparedness for unforeseen incidents.
- Received zero passenger complaints over a three year tenure due to consistent punctuality and professional communication.

EDUCATION

Manchester Metropolitan University | Foundation Degree | Logistics and Transport Operations

Sept 2005 - Jun 2007

The Manchester College | PCV Category D Training | Commercial Vehicle Operations

Aug 2007 - Nov 2007

SKILLS

PCV Category D Licence, Driver CPC (Certificate of Professional Competence), Defensive Driving Techniques, Digital Tachograph Operation, Route Planning and Timetable Management, DVSA Regulations Knowledge, Emergency Response Procedures, Passenger Safety Protocols, Vehicle Inspection Standards, Equality and Accessibility (PSVAR) Compliance, Conflict De-escalation, Fare Collection and Cash Handling, Interpersonal Communication, Problem Solving, Time Management Proficiency

CERTIFICATIONS

Driver CPC (Certificate of Professional Competence) | DVSA (Sept 2023)
First Aid at Work Certificate | St John Ambulance (Jan 2023)

LANGUAGES

English (Native)
French (Conversational (B1))

ACTIVITIES

Road Safety Volunteer

Participating in local community workshops to promote road safety for cyclists and pedestrians.

Restoration

Restoring vintage commercial vehicles and attending transport heritage rallies.