

# JESSICA CLAIRE

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## Professional Summary

Customer-oriented transportation team member with proven safety skills and impeccable driving history. Log daily activities, coordinate customer documentation and collect payments to meet recordkeeping requirements. Skillfully plan efficient daily routes to meet customer needs and maximize delivery schedules.

Dedicated **Job Title** with clean driving record and extensive familiarity with local communities, thoroughfares and streets. Delivered **Type** and **Type** to recipients while safely performing job functions and meeting deadlines. Excellent planning and communications skills enabled desired results.

Entry-level Courier with outstanding knowledge of local routes and providing dynamic customer service. Proven history of reliability and determination to deliver best-in-class work. Driven and adaptable individual.

Enthusiastic **Job Title** eager to contribute to team success through hard work, attention to detail and excellent organizational skills.

Clear understanding of **Task** and **Task** and training in **Skill**. Motivated to learn, grow and excel in **Industry**.

Experienced **Job Title** with over **Number** years of experience in **Industry**. Excellent reputation for resolving problems and improving customer satisfaction.

**Job Title** with over **Number** years of successful experience in **Skill** and **Skill**. Recognized consistently for performance excellence and contributions to success in **Industry** industry. Strengths in **Skill** and **Skill** backed by training in **Area of study**.

## Skills

- Map reading and navigation skills
- Safe driver training
- Knowledge of state roads and highways
- Order picking and processing
- Safety and compliance
- Safety regulations expert
- GPS and route planning
- Equipment operation
- Adept at recordkeeping
- Safety-conscious
- Vehicle inspections
- Valid Class A Commercial Driver's License
- Equipment monitoring
- Database Management
- Route logs
- Shipping and packaging
- Advanced planning
- Clean MVR
- Customer-oriented
- Logistics knowledge

## Work History

**Management**, 07/2009 to 03/2019

**Richeson Management Corporation** – Aspermont, TX

- Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant.
- Assisted established management staff with operational oversight, business development and process improvement strategies.
- Monitored employee performance and enacted improvement plans, coordinated disciplinary actions or provided rewards.
- Collaborated in professional team to solve **Type** issues, leading to **Result**.
- Planned and implemented team projects to accomplish objectives.
- Regulated service delivery to keep operations efficient and in line with budget requirements.
- Drove remarkable revitalizations of **Type** and **Type** operations to bring about exceptional **Type** results.
- Established open and professional relationships with team members which facilitated communication, quickly resolving issues and conflicts.
- Produced regular **Type** and **Type** reports to evaluate performance, adjust strategies and maintain agile, sustainable operations.
- Created internal control of day-to-day transactions and punctually opened and closed business.
- Aligned team actions with company policies and industry standards.
- Resolved escalated concerns using professionalism and understanding of all facets of issue.
- Explained services and products to customers in friendly and engaging way.
- Networked and built strong presence with peers to facilitate **Action**.
- Reviewed financial accounts for accuracy and resolved discrepancies.
- Responded to customer concerns swiftly to maintain satisfaction.
- Achieved substantial **Result** by using market expertise and business knowledge to make proactive decisions.
- Modernized and improved operational procedures to increase efficiency and profitability while tightly controlling costs such as labor and preventing waste.
- Achieved each target benchmark in **Type** and **Type** areas within first year.
- Boosted team productivity and efficiency by leveraging top-notch **Skill** and **Skill** abilities.
- Forecasted business needs and scheduled employees to meet expected demands.
- Selected as member of **Type** committee for **Skill** and **Skill**, conducting **Action**.
- Shouldered management responsibilities during absence of manager.

**Light Warehouse**, 04/2016 to Current

**Pac Worldwide** – Phoenix, AZ

- Processed incoming shipments upon package receipt by scanning boxes and envelopes and using **Software** to update system.
- Wrapped pallets in shrink wrap prior to loading.
- Updated daily logs with regular shift activities and incident details.
- Readied product pallets for optimal storage and shipment, carefully organizing boxes and balancing weight.
- Manually transported warehouse materials weighing up to **Number** pounds and maintained stamina while standing, sitting, bending and walking for extended periods of time.
- Checked packages and merchandise for damage and notified vendors.
- Kept warehouse stations and equipment in good working order in line with OSHA requirements.
- Kept all documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery.
- Loaded, unloaded and moved material to and from storage and production areas.
- Completed over **Number** customer orders each day in warehouse setting.
- Completed daily cycle counts and quarterly inventories and resolved variances to maintain data accuracy.
- Labeled and accurately moved customer orders to meet shipment timetables and minimize errors.
- Performed general housekeeping and cleaning tasks, including, sweeping, pulling weeds, painting and power washing.
- Inspected work areas for cleanliness and obstacles and removed cartons and boxes to keep work areas organized and hazard-free.
- Prepared orders for shipment by systematically picking, packing and labeling merchandise.
- Volunteered to assist **Job title** with **Type** projects, demonstrating willingness to learn new tasks and increase skill levels.
- Recorded information, shortages and discrepancies to keep records current and accurate.
- Consistently lifted materials weighing as much as **Number** pounds.
- Used hand-held devices and computers to record and monitor inventory levels and completed audits to uncover and address inaccuracies.
- Alternated goods in inventory by observing first-in/first-out approach to keep shelves organized and properly stocked.

**Machine Operator**, 03/2019 to 12/2019

**TRC Staffing** – City, STATE

- Monitored machines during operation to detect sounds of malfunctioning or excessive vibration and adjusted machines or replaced tools to eliminate problems.
- Set up and operated various machine tools and jigs to produce precision parts, maintaining awareness of approximate job completion times.
- Maintained machines within work area, complying with company and OSHA safety rules and regulations.
- Set appropriate stops and guides to specified lengths as indicated by scale, rule or template.
- Maximized productivity by keeping detailed production records and identifying hold-ups.
- Operated **Type** equipment safely and efficiently with team of **Number** employees.
- Identified malfunctions or failures by routinely monitoring and analyzing equipment operations.
- Set up and ran **Type** and **Type** machinery to produce exceptional products for **Industry** needs.
- Set parameters for each job to attain **Number** score on **Type** test.
- Updated daily production logs with timely and accurate information, regularly informing management of special incidents or non-conformance issues.
- Ran heavy duty lathes, boring machines, mills, planers and grinders to craft products.

**Amazon Courier**, 09/2020 to Current

**Amazon** – City, STATE

- Performed walk around on delivery vehicle before beginning shift to verify correct and safe operating order.
- Updated dispatchers frequently to convey changes such as route issues or weather delays potentially impacting delivery schedules.
- Operated vehicle safely in highly congested areas with no traffic violations.
- Kept and studied detailed mileage and fuel reports to decrease overall fuel costs by **Number**%.
- Verified over **Number** daily deliveries against shipping instructions before delivering to customers.
- Created and submitted delivery and DOT logs.
- Communicated customer complaints, requests and feedback to company management for swift resolution.
- Fostered positive working relationships with customers by responding to questions and concerns.
- Completed on-time deliveries by choosing best and most efficient routes.
- Completed pre and post-trip safety inspections, recording and reporting any defects and malfunctions.
- Accurately recorded delivery, payment and route information using **Software**.
- Loaded truck and properly secured items to prevent damage for over **Number** deliveries.
- Inspected truck equipment and supplies and reported problems and safety hazards to supervisors following each shift.
- Completed rush deliveries on tight timetables to satisfy customer needs.
- Loyal to customer service.

## Education

**Diploma : General Studies**, 05/2000

**Bruce High School** - Bruce, MS

**Associate Of Art**: 05/2002

**Northwest Community College** - Senatobia, MS