

# ALICE FERNANDEZ

1712 carver road, modesto, California, 95350 (209) 263-8001 alice.m.fernandez67@gmail.com

## Professional Summary

I'm a driver seeking a position as part of a delivery team with opportunities for professional development and growth. I'm an Intelligent, quick learner who can recall delivery areas, locate destinations, and explain current product information quickly  
I interact well with the rest of the team  
I'm skilled at planning efficient daily routes to meet customer demands and meet delivery deadlines  
.In both demeanor and appearance, I am trustworthy, dependable, and professional.  
I'm a customer service-oriented driver with years of experience delivering to a diverse variety of people..  
I have excellent time management skills with the ability to deliver on time and have a strong commitment to customer satisfaction.  
( works hard to meet or exceed the expectations of my employer and customers.  
I'm motivated to provide prompt, friendly, and professional service to everyone.  
I'm safety-conscious and proactive when it comes to vehicle inspections and maintenance.  
I'm experienced in completing all assigned job tasks in a timely and efficient manner.  
I always treat irritated customers with respect and a positive attitude and do everything possible to provide a positive and lasting good impression.  
I have excellent navigational skills and the ability to quickly find alternate routes in the event of traffic delays.

## Skills

- Customer-oriented
- Clean MVR
- GPS and route planning
- Safe driver in adverse conditions
- Safety-conscious
- Order picking and processing
- Customer service
- Organized
- Map reading and navigation skills
- Commercial driving
- GPS and route planning

## Education

2024 Associate of Arts - Spanish (major) Computer Programming ( minor) - Modesto Junior College - Modesto, CA

Currently attending to have better skills and longevity as an employee

## Work History

5/18 to Present Delivery Driver - Self/Gig employed - Modesto, California

- Double-checked over daily deliveries against shipping instructions before delivering to customers.
- Interacted with customers to determine their needs and sales opportunities.
- Spoke with customers on the phone as well as in person.
- Carefully loaded items into the delivery vehicle to prevent damage during transport.
- Kept track of customer orders.
- Followed all company policies and procedures during my shift.
- Worked overnight shifts to meet coverage needs during peak periods.
- a customer service representative.
- Was in charge of delivering food to the customer's location.
- Effectively handled customer concerns and issues
- Kept a clean and orderly appearance during my shift.
- Customer complaints, requests, and feedback were communicated to company management for prompt resolution.
- Completed on-time deliveries by selecting the best and most efficient routes.
- Handled customer service issues with professionalism and analytical approaches to maintain satisfaction and promote continued brand loyalty.

11/10 to 8/17

## Animal Shelter Volunteer - various animal shelters - Sacramento, California

- Cages, kennels, play yards, and grooming areas were kept neat and clean by me.
- Sought veterinary care for sick or injured animals and notified their owners if possible
- Worked with veterinarians to care for issues and administer treatment as needed.
- Maintained a high level of professionalism and calmness with all personnel even in high-stress situations.
- Provided basic wound care and other medical assistance, collaborating with veterinarians
- Used to record and collect fees such as licenses and adoption fees.
- Used an effective bathing and grooming procedure for dogs to remove dirt, loose hair, parasites, and hair mats.
- Kept track of the animals' health and behavior by looking for urine and feces, performing weight checks, and observing appetite during feeding.
- Kept areas clean and organized to promote animal welfare.
- Followed all pet care instructions to the letter, including dietary requirements and medication schedules.
- Kept an eye on animal behavior and performed examinations to look for illnesses, injuries, or diseases.

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### Certifications

- DOT medical examiner certificate valid until December 2023
- Certified print out from DMV of spotless driving record
- Fully vaccinated including booster
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