

BROOKE GRIFFIN

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Professional and dependable taxi driver with over 5 years of experience providing high-quality transportation services for a ride-hailing company. Excellent geographical knowledge of Bismarck and the surrounding areas with an in-depth understanding of Local traffic avoidance. Friendly and informative interpersonal style with the ability to communicate key information on Local landmarks and amenities.

PROFESSIONAL EXPERIENCE

TAXI DRIVER

Potswork Drive, Bismarck, ND | March 2016 - Present

- ◆ Leverage paper maps and satellite navigation systems to find the quickest routes and avoid traffic, slashing the average journey time by 23% in 2020
- ◆ Present a positive company image and provide high-quality customer assistance, securing an average of \$2k of repeat custom per month
- Maintain a consistent satisfaction rating of at least 4,7 stars over three years
- Provide sensitive support to customers with disabilities and Limited mobility

DELIVERY DRIVER

Spee-Dee Delivery Service, Bismarck, ND | July 2014 - March 2016

- ◆ Observed local traffic regulations, speed Limits, and safe driving practices, including driving in snowy and wet weather conditions
- ◆ Performed routine vehicle maintenance and safety checks and kept the interior clean and tidy
- Managed time effectively to make 98% of deliveries before the set deadline
- Communicated clearly with the control center to update them on delays or incidents that may affect deliveries or other fleet drivers

EDUCATION

HIGH SCHOOL DIPLOMA

Century High School, Bismarck, ND | June 2013

KEY SKILLS

- Customer service
- Route planning
- Satnav systems
- Road safety
- Vehicle maintenance
- **Communication skills**

CERTIFICATIONS

- North Dakota Commercial Driver's License, July 2013