

Daniela Silva

Lisbon, Portugal • +351 9X XXX XXXX • daniela.silva@email.com • LinkedIn: linkedin.com/in/danielasilva (optional)

Professional Summary

Customer-first delivery driver with 2+ years of parcel delivery experience and 9 years of regular driving. Known for calm problem-solving on route, clear customer communication, and consistent safety habits in fast-paced, high-stop environments.

Key Strengths

- **Safety-first execution:** disciplined routines, situational awareness, safe decisions under time pressure
- **Customer empathy:** clear communication, respectful handoffs, proactive issue resolution
- High-volume delivery operations (routing discipline, scan accuracy, proof-of-delivery habits)
- Urban navigation and adapting to route changes and constraints
- Reliable, punctual, and accountable

Work Experience

- Parcel Delivery Driver — Local Courier Company (Lisbon, PT)**2024 – 2026
 - Completed high-volume routes (typically 80–120 stops/day) across Lisbon neighborhoods
 - Handled signature and proof-of-delivery workflows with strong scan accuracy
 - Resolved last-mile issues (incorrect addresses, access problems, unavailable recipient) using structured steps and clear messaging
 - Prioritized safe driving decisions over speed when conditions required it
- Customer Service Associate (Retail) — Lisbon, PT**2022 – 2024
 - De-escalated complaints and delivered practical solutions in a fast-paced environment
 - Managed back-of-house tasks under time pressure while maintaining service standards

Skills

- Delivery execution: scanning, sorting, proof-of-delivery routines, exception handling
- Navigation: mobile GPS tools; optimizing routes in dense city areas
- Customer communication: clear updates, calm tone, respectful resolution
- Operations mindset: time management, prioritization, follow-through
- Vehicle experience: cargo van, passenger cars

Certifications & Licenses

- **Driving License:** Category B (Portugal)

Languages

Portuguese (native) • English (professional)

Availability

Open to early shifts and weekend schedules (flexible)