Jamal Thompson

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SUMMARY

Dedicated and safety-conscious Bus Driver with over 5 years of experience in transporting passengers on time and safely. Proven track record of reducing operational costs and improving customer satisfaction through efficient route management.

EXPERIENCE

Bus Driver   Jan 2022 - Present
Metro Transit, Seattle, WA

- Successfully maintained a 98% on-time performance record over 2 years, enhancing overall customer satisfaction by 15%.
- Implemented a new route optimization strategy that reduced fuel consumption by 20%, saving the company approximately $12,000 annually.
- Trained new drivers on safety protocols and efficient driving techniques, contributing to a 30% reduction in incident reports.

School Bus Driver   Aug 2018 - Dec 2021
Seattle Public Schools, Seattle, WA

- Managed daily transportation for over 50 students, ensuring their safety and punctuality.
- Developed strong relationships with parents and school staff, leading to a 25% increase in positive feedback regarding transportation services.
- Utilized GPS tracking systems to monitor route efficiency, resulting in a 15% decrease in travel time.

Transit Operator   Jun 2016 - Jul 2018
King County Metro, Seattle, WA

- Delivered outstanding customer service while transporting passengers across multiple routes with an average rating of 4.8/5.
- Oversaw the maintenance and safety checks for buses, ensuring compliance with state regulations and reducing maintenance costs by 10%.
- Collaborated with dispatchers to effectively manage route changes, maintaining service continuity during peak traffic hours.

EDUCATION

Bachelor of Science in Transportation Management   May 2018
University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Defensive Driving Techniques, Route Planning, Vehicle Maintenance, Customer Service Excellence

Tools & Frameworks: GPS Navigation Systems, Transit Scheduling Software, Safety Compliance Regulations