

Jamal Rivera

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SUMMARY

Dedicated and reliable delivery driver with over 5 years of experience in fast-paced environments. Proven track record of timely deliveries, exceptional customer service, and efficient route planning, contributing to reduced delivery times and increased customer satisfaction.

EXPERIENCE

Delivery Driver

Jan 2022 - Present

FastTrack Logistics, San Diego, CA

- Achieved a 95% on-time delivery rate, consistently exceeding company standards.
- Reduced fuel costs by 20% through effective route optimization and vehicle maintenance.
- Implemented a new tracking system that improved package handling efficiency by 30%.

Delivery Driver

Mar 2019 - Dec 2021

QuickShip Couriers, San Diego, CA

- Completed over 1,000 deliveries with an outstanding customer satisfaction rating of 4.9/5.
- Trained new drivers on safety protocols and customer service best practices, improving team performance.
- Utilized GPS technology to enhance delivery routes, reducing average delivery time by 15 minutes.

Warehouse Associate / Backup Driver

Jun 2017 - Feb 2019

Goods Express, San Diego, CA

- Assisted in logistics and inventory management, increasing warehouse efficiency by 25%.
- Drove delivery vehicles on weekends, consistently meeting tight delivery deadlines.
- Maintained an impeccable safety record, contributing to company-wide safety recognition.

EDUCATION

Bachelor of Science in Logistics and Supply Chain Management

May 2018

San Diego State University, San Diego, CA • GPA: 3.7

SKILLS

Technical Skills: Route Optimization, GPS Navigation, Inventory Management, Customer Service

Tools & Frameworks: Delivery Management Software, Tracking Systems, Vehicle Maintenance Tools