

Aisha Malik

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SUMMARY

Dedicated and safety-conscious entry-level bus driver with a strong commitment to providing excellent public transportation service. Proven ability to follow routes efficiently and ensure passenger comfort while maintaining a clean and safe environment.

EXPERIENCE

Bus Operator Trainee

Jan 2023 - Present

City Transit Authority, Atlanta, GA

- Successfully completed 200 hours of hands-on driving experience with a 95% safety record.
- Assisted in improving route efficiency by 15% through timely adherence to schedules.
- Utilized GPS technology to navigate routes which reduced travel time by an average of 10 minutes per shift.

Customer Service Representative

Jun 2021 - Dec 2022

Bus Service Company, Atlanta, GA

- Handled approximately 100 customer inquiries daily, achieving a 98% satisfaction rating.
- Trained new staff on safety protocols and customer service techniques.
- Implemented a feedback system that increased customer feedback collection by 30%.

Volunteer Driver

Jan 2020 - May 2021

Community Outreach Program, Atlanta, GA

- Transported over 300 community members to various events, ensuring timely and safe arrivals.
- Maintained a clean and organized vehicle to enhance passenger experience.
- Coordinated with local organizations to assist in event transportation logistics.

EDUCATION

Bachelor of Science in Transportation Management

May 2019

Georgia State University, Atlanta, GA • GPA: 3.6

SKILLS

Technical Skills: Defensive Driving, Route Planning, Vehicle Maintenance, GPS Navigation

Tools & Frameworks: Transit Scheduling Systems, Customer Service Software, Safety Management Tools