

Jamal Aziz

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SUMMARY

Dedicated and reliable entry-level delivery driver with a strong commitment to providing exceptional customer service and ensuring timely deliveries. Proven ability to manage routes efficiently and maintain vehicle safety standards.

EXPERIENCE

Delivery Driver

Jan 2022 - Present

Express Logistics Inc., Los Angeles, CA

- Achieved a 98% on-time delivery rate, significantly improving customer satisfaction.
- Reduced delivery times by an average of 15 minutes per route by optimizing navigation and planning.
- Consistently maintained vehicle cleanliness and compliance with safety regulations.

Warehouse Associate

Jun 2020 - Dec 2021

Speedy Delivery Services, Los Angeles, CA

- Assisted in loading and unloading delivery trucks, contributing to a 20% increase in operational efficiency.
- Executed inventory management practices that reduced stock discrepancies by 30%.
- Collaborated with team members to streamline package sorting process, improving overall delivery time.

Customer Service Representative

Jan 2019 - May 2020

QuickShip, Los Angeles, CA

- Resolved customer inquiries and issues with a 95% satisfaction rating.
- Processed orders and tracked shipments, ensuring timely and accurate deliveries.
- Developed a knowledge base that improved team efficiency by 25%.

EDUCATION

Bachelor of Science in Logistics and Supply Chain Management

May 2018

California State University, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Route Optimization, GPS Navigation, Vehicle Maintenance, Inventory Management

Tools & Frameworks: Google Maps, Delivery Management Software, RFID Inventory System