

Jamal Rodriguez

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SUMMARY

Dedicated and reliable mail carrier with over 5 years of experience in delivering mail and packages efficiently. Proven track record of maintaining high customer satisfaction and managing logistics in a timely manner.

EXPERIENCE

Mail Carrier

Jan 2020 - Present

United States Postal Service, Austin, TX

- Successfully delivered an average of 400 packages daily, achieving a 98% on-time delivery rate.
- Implemented route optimization techniques, reducing delivery time by 15% and increasing customer satisfaction scores by 20%.
- Maintained meticulous records of deliveries, ensuring compliance with postal regulations and improving audit results.

Delivery Associate

Apr 2018 - Dec 2019

Amazon Logistics, Austin, TX

- Managed delivery routes for up to 250 packages per day, achieving delivery goals consistently.
- Trained new associates on delivery protocols, improving overall team efficiency by 10%.
- Utilized GPS and route planning software to enhance delivery accuracy and reduce fuel costs by 12%.

Warehouse Associate

Jun 2016 - Mar 2018

FedEx Ground, Austin, TX

- Contributed to a 25% increase in package processing speed through effective sorting and packing techniques.
- Implemented safety protocols that decreased workplace incidents by 30%.
- Assisted in training staff on operational software, increasing team productivity and accuracy.

EDUCATION

Bachelor of Science in Logistics and Supply Chain Management

May 2018

Texas State University, San Marcos, TX • GPA: 3.6

SKILLS

Technical Skills: Route Optimization, Logistics Management, Package Tracking Systems, Customer Service

Tools & Frameworks: GPS Software, Delivery Management Systems, Microsoft Office Suite