

Jamal Thompson

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SUMMARY

Dedicated and experienced bus driver with over 5 years of experience in public transportation. Proven ability to ensure passenger safety and satisfaction while maintaining on-time schedules and adherence to traffic regulations.

EXPERIENCE

Mid Level Bus Driver

Jan 2022 - Present

Metro Transit Authority, Atlanta, GA

- Maintained a 98% on-time arrival rate over 12 months, significantly improving service reliability.
- Implemented a new route optimization strategy that reduced fuel consumption by 15% annually.
- Provided outstanding customer service, receiving an average satisfaction rating of 4.8/5 from passengers.

Bus Driver

May 2018 - Dec 2021

City Bus Services, Atlanta, GA

- Safely transported over 500 passengers daily, adhering to traffic laws and safety protocols.
- Conducted routine vehicle inspections, resulting in a 20% decrease in mechanical issues reported.
- Trained new drivers on safety standards and customer service practices.

Transit Operator

Jan 2016 - Apr 2018

Regional Commuter Transit, Atlanta, GA

- Achieved a 95% safety record while operating buses on multiple routes during peak hours.
- Collaborated with dispatch to streamline communication, reducing average emergency response time by 30%.
- Received commendations for professionalism and courtesy from passengers and supervisors alike.

EDUCATION

Bachelor of Science in Transportation Management

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

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

Tools & Frameworks: Transit Scheduling Software, Fleet Management Systems, Customer Feedback Systems