

Jamal Rodriguez

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SUMMARY

Dedicated delivery driver with over 5 years of experience in ensuring timely and accurate deliveries. Proven track record of improving delivery efficiency and customer satisfaction through optimal route planning and exceptional service.

EXPERIENCE

Delivery Driver

Jan 2022 - Present

Express Logistics Inc., Phoenix, AZ

- Increased on-time delivery rate by 15% through effective route planning and time management.
- Achieved a 98% customer satisfaction score by maintaining clear communication and providing timely updates.
- Utilized GPS and delivery management software to optimize delivery routes, reducing fuel costs by 20%.

Delivery Associate

Mar 2019 - Dec 2021

QuickShip Solutions, Tempe, AZ

- Successfully handled an average of 150 deliveries per week, ensuring high levels of customer satisfaction.
- Trained new drivers on best practices in delivery processes and customer service, improving team performance.
- Maintained a clean driving record while adhering to all traffic and safety regulations.

Warehouse Associate

Jun 2016 - Feb 2019

Logistics Warehouse LLC, Mesa, AZ

- Assisted in shipping and receiving operations, contributing to a 25% increase in warehouse efficiency.
- Implemented inventory tracking system that reduced order processing errors by 30%.
- Collaborated with team members to ensure timely and accurate order fulfillment.

EDUCATION

Bachelor of Science in Logistics and Supply Chain Management

May 2018

Arizona State University, Tempe, AZ • GPA: 3.7

SKILLS

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

Tools & Frameworks: Delivery Management Software, Excel, Tableau