

Aisha Patel

aisha.patel@email.com • (555) 123-4567 • Austin, TX • [linkedin.com/in/aishapatel](#)

SUMMARY

Dedicated and detail-oriented mail carrier with over 5 years of experience in delivering mail and packages efficiently. Proven track record of enhancing delivery processes and maintaining exceptional customer service, resulting in a 20% increase in customer satisfaction.

EXPERIENCE

Mail Carrier

Jan 2022 - Present

United States Postal Service, Austin, TX

- Improved delivery efficiency by 15% through optimized route planning and use of GPS technology.
- Maintained a 98% on-time delivery rate, exceeding company standards and resulting in commendations from management.
- Trained new employees on delivery protocols and safety procedures, contributing to a 30% reduction in onboarding time.

Mail Handler

Jun 2018 - Dec 2021

FedEx Ground, Austin, TX

- Processed and sorted over 1,000 packages daily, ensuring accurate delivery to customers across multiple zones.
- Implemented a tracking system that reduced misrouted packages by 25%, improving overall operational efficiency.
- Collaborated with team members to streamline package loading processes, leading to a time savings of 10 hours per week.

Delivery Assistant

May 2016 - May 2018

DHL Express, Austin, TX

- Assisted in the delivery of packages, achieving a high customer satisfaction rating of 95% based on feedback.
- Participated in the pilot program for electronic delivery confirmations, increasing efficiency and reducing paperwork.
- Developed strong relationships with customers, leading to repeat business and referrals.

EDUCATION

Bachelor of Science in Logistics and Supply Chain Management

May 2018

University of Texas at Austin, Austin, TX • GPA: 3.7

SKILLS

Technical Skills: Route Optimization, GPS Navigation, Package Tracking Systems, Customer Service

Tools & Frameworks: USPS Delivery Software, FedEx Ship Manager, DHL Express Tracking System