

Jamal Rivera

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SUMMARY

Dedicated and experienced Senior Delivery Driver with over 8 years in logistics and transportation. Proven track record of delivering packages efficiently and maintaining high customer satisfaction ratings. Skilled in route optimization and safety compliance, consistently reducing delivery times by up to 20%.

EXPERIENCE

Senior Delivery Driver

Jan 2022 - Present

FastTrack Logistics, Atlanta, GA

- Improved on-time delivery rates by 25% through effective route planning and scheduling.
- Managed a fleet of 10 vehicles, ensuring all maintenance and safety checks were performed, resulting in a 30% reduction in vehicle downtime.
- Trained and mentored 5 junior drivers in safe driving practices and customer service, enhancing team performance.

Delivery Driver

Jun 2018 - Dec 2021

QuickShip Couriers, Atlanta, GA

- Achieved a 95% customer satisfaction rating by ensuring timely deliveries and handling customer inquiries professionally.
- Streamlined delivery processes which reduced average delivery times from 45 minutes to 30 minutes.
- Utilized GPS tracking systems to optimize delivery routes, saving an average of \$500 monthly in fuel costs.

Delivery Associate

Mar 2015 - May 2018

Speedy Express, Atlanta, GA

- Delivered over 1,000 packages monthly while maintaining a 98% on-time delivery rate.
- Participated in safety training programs that resulted in zero accidents during tenure.
- Developed a customer feedback system that improved service ratings by 15%.

EDUCATION

Bachelor of Science in Logistics and Supply Chain Management

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Route Optimization, Fleet Management, GPS Navigation Systems, Customer Relationship Management (CRM)

Tools & Frameworks: Tableau, Microsoft Excel, Fleet Management Software, Vehicle Maintenance Tools