

Ana Rodriguez

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SUMMARY

Dedicated and experienced Senior Level Mail Carrier with over 10 years of service in the postal industry. Proven ability to enhance delivery efficiency and customer satisfaction while maintaining safety and compliance with postal regulations.

EXPERIENCE

Senior Mail Carrier

Jan 2018 - Present

United States Postal Service, Los Angeles, CA

- Improved package delivery efficiency by 25% through route optimization and implementation of GPS tracking technology.
- Reduced customer complaints by 30% by enhancing communication with residents regarding delivery schedules.
- Trained and mentored 10 new mail carriers in best practices and safety protocols.

Mail Carrier

Jun 2013 - Dec 2017

United States Postal Service, Los Angeles, CA

- Consistently achieved a 98% on-time delivery rate over a 5-year period.
- Implemented a system for tracking undeliverable packages, reducing return rates by 15%.
- Enhanced route efficiency, saving an average of 2 hours in daily delivery time.

Assistant Mail Carrier

Jan 2012 - May 2013

United States Postal Service, Los Angeles, CA

- Assisted in managing mail routes during peak seasons, contributing to a 20% increase in package handling capacity.
- Utilized handheld devices for efficient tracking and delivery confirmation.
- Collaborated with supervisors to optimize delivery schedules.

EDUCATION

Bachelor of Science in Logistics and Supply Chain Management

May 2018

California State University, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Route Optimization, Package Tracking Systems, Customer Service Excellence, Safety Compliance

Tools & Frameworks: GPS Technology, Handheld Scanners, Postal Delivery Software