

# Dylahn Diego

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Hardworking route driver with solid sales experience and excellent customer service skills. Consistently plan efficient routes and keep equipment ready for maximum sales. Able to smoothly bring in new customers and keep up connections with existing customers by using strong communication and organizational skills.

Route sales professional with proven success in sales, retail, and merchandising. Safe driver, experienced in operating light trucks along a prescribed route. Strong work ethic and customer focus with the ability to build excellent relationships with customers and increase product market share.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

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## Work Experience

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### **Truck Driver**

Fackler Transportation, Inc - Colorado Springs, CO

July 2020 to Present

Managed time efficiently to meet consumer demands, increasing sales and providing proactive customer service.

- Loaded truck with daily orders and display cases, unloaded returns, emptied baskets, and sent damaged products to manufacturers.
- Listened to and resolved service complaints in a timely manner; handled product returns and credits.
- Developed excellent knowledge of territory's customers, applying strong networking skills and deep understanding of customers' growth plans.
- Delivered items within a reasonable time by traveling the most direct route.
- Followed prescribed routes and time schedules to meet 100% on-time delivery.
- Loaded and unloaded items for delivery to and from the vehicle.
- Planned efficient routes to serve the maximum number of customers each day.
- Ensured that the truck was well-maintained and scheduled required repairs.
- Worked with customers to understand and meet unique product needs.
- Tracked and maintained records for mileage, fuel usage, and delivery information.
- Operated delivery vehicles in a safe and efficient manner without accidents.
- Loaded and unloaded the vehicle with customer packages, delivered packages to customers' doors, and collected payments upon delivery when required.

### **Driver/Laborer**

BMC-Building Materials and Construction Solutions - Colorado Springs, CO

August 2019 to February 2020

- Operated tools and equipment, including stone cutters, backhoes, and construction vehicles used at construction sites.

- Cleared construction sites of brush and trees and prepared sites using heavy equipment by excavating and backfilling where required.
- Performed maintenance and protection of traffic functions to ensure the safety of the public and work crews.
- Communicate with site supervisors and team members to complete project objectives on schedule.
- Discarded construction waste according to state, local, federal, and company guidelines.
- Loaded and unpacked construction supplies and distributed them to appropriate locations.
- Ensured proper operation of tools and equipment at the site following safety requirements.
- Followed instruction for assigned tasks from foreperson and lead teams in performing new phases of the work.
- Unloaded and organized building materials to help skilled workers efficiently complete their tasks.
- Provided in-depth documentation on equipment condition and issues.
- Prevented cargo shifting by securing loads with ropes, covers and chains.
- Operated equipment such as forklifts and pallet jacks to move loads onto and off the vehicle.
- Completed basic vehicle maintenance such as adding oil and fuel, lubricating parts and performing minor repairs.
- Ensured on-time deliveries in compliance with specified timeframes.
- Checked the mechanical, safety and emergency equipment on each vehicle before leaving the distribution center.
- Kept delivery records, placed orders, collected payments, and kept records of transactions.
- Safely transported dangerous goods by complying with the applicable safety standards.
- Communicated with the facility crew to smoothly maneuver the vehicle into the optimal position for loading or unloading.
- Maintained consistent, timely delivery record, with all deliveries arriving within schedule guidelines.
- Planned smooth vehicle routes to minimize delivery delays.
- Received and routed incoming mail, packages, and deliveries.
- Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.

### **Sales Associate/ Lead Product Technician**

TRUGREEN LAWN & PEST CONTROL & TREE SHRUB SERVICE - Colorado Springs, CO

January 2019 to August 2019

- Gained expert knowledge of lawn operations, market conditions, and trends.
- Determined team targets and implemented plans to achieve goals at individual and group level.
- Managed communications between team members, customers and vendors to keep operations efficient and successful.
- Met targets consistently by working hard and with strong attention to detail.
- Kept inventory levels optimized and supplies organized for forecasted demands.
- Collaborated well with team members to carry out daily assignments and achieve team targets.
- Consulted with customers to understand desires and suggest best products to meet needs.
- Protected business from unnecessary liability by carefully following security and safety standards.
- Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.
- Ordered, organized, and rotated supplies.
- Reviewed activities regularly to identify opportunities for improvement.
- Filed records to keep system efficient and information organized.
- Received and routed incoming mail, packages, and deliveries.
- Helped managers improve area operations by sharing customer feedback and contributing new ideas.

- Persuasively negotiated terms with customers to meet profit targets.
- Demonstrated products to customers on-site, toured facilities and offered ongoing support to maintain solid connections.
- Serviced established accounts on a consistent basis to maintain strong revenue and customer relationships.
- Worked with manufacturers to keep healthy stock levels and correct product issues.
- Prepared accurate price quotes and coordinated contracts to complete sales.
- Created expense and income reports to understand trends and adjust strategies for changing markets.
- Kept updated files with a current listing of customer business operations, sales histories and key personnel.

## **Driver/Operator**

Aaron's - Colorado Springs, CO

November 2017 to December 2018

- Ensured that the truck was well-maintained and scheduled required repairs.
- Loaded and unloaded items for delivery to and from the vehicle.
- Operated delivery vehicles in a safe and efficient manner without accidents.
- Loaded and unloaded the vehicle with customer packages, delivered packages to customers' doors, and collected payments upon delivery when required.
- Addressed customer complaints, proactively seeking resolution to ensure repeat business.
- Loaded truck with daily orders and display cases, unloaded returns, emptied baskets, and sent damaged products to manufacturers.
- Worked closely with product development team to create custom solutions.
- Followed prescribed routes and time schedules to meet 100% on-time delivery.
- Delivered items within a reasonable time by traveling the most direct route.
- Increased customer service by reviewing orders before delivery to determine that they were complete and properly invoiced.
- Tracked and maintained records for mileage, fuel usage, and delivery information.
- Operated tractor-trailers on regional overnight routes.
- Assisted in safely loading and unloading trucks by securing cargo.
- Prevented furniture damage and protected customers during furniture carrying, disassembly, and assembly.
- Helped to smoothly relocate furniture, equipment, and supplies to various departments.
- Packed boxes professionally and maintained clean, safe work area.
- Packed customer household items securely into cartons and containers.
- Dismantled furniture and reassembled to aid in navigating tight spaces.
- Protected customers' floors and property during operations.
- Assisted in padding, loading, and unloading furniture to customer's property.
- Inventoried all household goods before leaving premises and again on arrival.
- Lifted and carried household goods between residence and moving truck.
- Moved materials and freight between production areas and vehicles.
- Ensured that boxes were properly stacked without causing damage to products or packaging.
- Maintains accurate count of outgoing or incoming freight inventory.
- Worked in different areas of warehouse floor and at dock to meet ever-changing needs.
- Received all packages and ensured delivery to correct departments and personnel.
- Confirmed all packages were properly accounted for according to company guidelines.
- Inspected each package for defects, including damages and improper labels.
- Operated forklifts, pallet jacks, and other equipment to load and unload freight at dock.

- Moved materials from trailers to staging areas to enable proper shipment.
- Ensured safety of items being moved by installing protective devices, including padding and bracing.
- Judiciously checked and verified merchandise to ensure that ordered merchandise had been received as ordered and undamaged.
- Strapped and braced freight to stabilize and prevent shifting or damage to load.
- Determined tasks for day by reading instructions and work orders or listening to verbal instructions attentively.
- Ensured clean and safe working environment by keeping shelves, pallet area, and workstations tidy, organized, and in compliance with maintenance regulations.
- Maintained accurate records of all products and shipments leaving warehouse by documenting damaged or defective products using appropriate paperwork and procedures.
- Protected loads by installing bracing, padding and strapping to minimize cargo shifting.
- Prepared orders by processing requests and supply orders, pulling material, packing, and placing orders in delivery area following proper guidelines and standards.
- Managed shipping and receiving of all packages to ensure punctual and accurate deliveries.
- Maintained inventory controls by collecting stock location orders and printing requests, ensuring quality service.
- Safely operated forklifts, overhead cranes and hoists to move heavy containers and pallets.
- Worked quickly and efficiently while adhering to safety standards, processing workload with minimal supervision.
- Read from pick lists and accurately located products.
- Organized stock from the loading dock to smoothly transport to the correct location.
- Worked in accordance with company policies and guidelines
- Inspected dock equipment at beginning and end of shift.
- Sorted, handled, loaded, and unloaded freight using motorized and manual equipment and by hand.
- Followed all health and safety regulations and company safety program requirements.
- Rigged up frames and platforms with hand and power tools.

## **Assistant Manager**

Freddy's

June 2015 to November 2017

Assist store manager I kept tally's of sales everyday, always made sure labor was under control, safe counts, draws daily counts, in charge of all training making sure trainers were training effectively, handling customer issues/complaints.

## Education

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### **GED**

## Skills

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- Shift Lead
- Crew Member
- Food Service
- Customer Service

- Shift Supervisor
- Key Holder
- Team Member
- Box Truck
- Delivery Driver Experience
- Driving
- Flatbed
- Assistant Manager Experience
- Load & Unload
- Store Management Experience
- Tractor-Trailer
- Commercial Driving
- Pallet Jack
- Merchandising
- Heavy Equipment Operation
- Freight Experience
- Mechanical Knowledge
- Route Driving
- Vehicle Maintenance
- Equipment Repair
- Maintenance
- Automotive Repair
- Warehouse Experience
- Forklift
- Tanker Experience
- Machining
- Lawn Care
- Reach Truck
- Microsoft Word
- Order Picking
- Sales
- Forklift Operator (3 years)
- Shipping & Receiving
- Handyman

## Certifications and Licenses

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**DOT Medical Card May 2018 to May 2020 Also have my certification to drive long bed forklifts!**