

# Jonathan Ruff

## **Delivery Driver - Staples**

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Align with vision and objectives of the organization I am serving, utilize my ability to work independently and lead to develop competitive advantages to help build upon the legacy of the organization and my family.

Authorized to work in the US for any employer

## Work Experience

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### **Delivery Driver**

Staples - Denver, CO

July 2018 to Present

Driver is responsible for delivery of office supplies to Staples Advantage customer accounts. Uphold quality standards and customer service by solving problems and proper pick up and return of all products. Proficient use of MPod systems and knowledge of every day safety guidelines and procedures.

### **Delivery Driver**

Office Depot/OfficeMax - Denver, CO

February 2014 to July 2018

Delivery driver is responsible for delivering customer orders in a productive, time sensitive and customer sensitive manner on a daily basis. The position is responsible for demonstrating safety, quality, and operational expertise. Expert knowledge of multiple routes, ability to teach and train associates on all processes and procedures related to delivery functions. Participate in safety committee meetings daily. Load and unload product to ensure that customers receive clean and damage free products. Complete route daily and communicate all obstacles in daily Tier meeting. Complete pre and post trip inspections. Support and/or contribute ideas and suggestions for continuous improvement of delivery processes. Communicate customer feedback to appropriate personnel.

### **Conversion Crew Member**

Kroenke Sports Enterprises - Denver, CO

March 2013 to February 2014

Duties include changing the arena floor as well as the various seating areas in order to accommodate the next upcoming event on a daily/nightly basis. Individual tasks include forklift driving, use of hand and power tools, maintenance repairs, welding, fabrication and building, heavy lifting, etc. All tasks must be completed on time and by OSHA safety guidelines and regulations. Arena must be arranged to the specifications of each professional sports league NHL, NFL, MLS, and MLL respectively. Conversion crew is also responsible for all equipment used during games and must be present for all sporting events in case of equipment failure during the event. Conversion crew has also been heavily involved in all arena renovations including luxury seat replacement, demo of old arena screen and installation

of new state of the art jumbotron and sound system. Receive training in stage building and rigging for concerts and special events such as concerts and the circus.

Pony Express Couriers - Wheat Ridge, CO  
October 2012 to February 2013

Performed all the same tasks for Pony Express as I did for Rocky Mountain Logistics. The only difference was a change in ownership in October 2012. Job description did not change very much until the time of my departure for a more stable situation.

### **Independent Contractor/Route Driver**

Rocky Mountain Logistics - Wheat Ridge, CO  
July 2011 to October 2012

Arrive promptly every morning to sort and load product for delivery daily. Ensure all piece counts are correct, all items for delivery that day loaded into scanner properly and accounted for. Complete all deliveries in a timely manner, plan route based on amount of product to be delivered. Upon arrival to individual stops obtain proper signature and ensure all items delivered are assigned to their respective stops on paperwork and scanner. Submit all paperwork and scanners with proper signatures at the end of the day, submit accurate invoice for all services rendered at the end of the pay period.

### **Office Manager/ Route Driver**

Halo Distribution LLC - Aurora, CO  
July 2010 to July 2011

Handle all incoming calls and emails to set up deliveries for clients. Build routes for multiple drivers as well as myself to be completed daily. Ensure all drivers leave warehouse with proper paperwork and items for delivery in a timely manner. Make sure drivers completing drops outside of Denver metro area have GPS, maps and written directions to all drops to be completed in rural and mountain areas. Responsible for all customer service calls for delivery setup, status while in route, estimated time of arrival, and follow up calls to ensure delivery and setup was completed correctly. Responsible for filing of POD's and submission to clients for payment. Once POD is submitted, use client formula to calculate fees for services provided and submit for payment.

### **Warehouse Manager/ Onsite Supervisor/ Route Driver**

Denver Mover - Denver, CO  
May 2009 to July 2010

Worked in multiple capacities for both companies simultaneously, as they were owned and operated by the same individual. Managed the warehouse for 11th Hr. Distribution, job duties included early arrival at warehouse to attain work orders and paperwork from clients for daily routing. Sort and stage all items along with paperwork for route drivers to pick up and begin route daily. Also had to prepare small set route for myself as well as add any special orders to my route. After drivers' departure from warehouse, load my route and complete all drops assigned to me. Upon completion of my route return to warehouse and gather all paperwork and returns from drivers for submission to clients. Process returns, tag and label properly and personally return them to freight company for shipment back clients daily. While dropping returns at Freight Company, also picked up items for delivery the next day and drop them at 11th hr. warehouse for routing and delivery. Served as onsite supervisor for moving jobs assigned to me from Denver Mover. Communicated with customers directly to ensure correct start time, start and end locations, approximate time needed to complete move, make sure all customer needs are being met from start to finish of the job. Drive moving trucks from start site to end location. Supervise moving crew during job, occasionally secure additional help for large corporate moves e.g.

(Sprint, Stryker Orthopedics, etc.). Receive and process all payments from customers upon completion of job.

### **Membership Counselor**

24 Hour Fitness - Denver, CO  
April 2008 to December 2008

Met with prospective members to discuss membership options, products and services provided by 24 Hour Fitness. Made membership recommendations based upon the overall health, needs, lifestyle, family needs and goals of potential members. Set up fitness assessment for new members based on information obtained and match those with personal trainer that is best suited for his/her needs. Set up and participate in corporate promotional events, community outreach and member referrals to generate new leads and sales opportunities for the club.

-Best month sold approximately 20 thousand dollars worth of membership services to new members.

### **Management Trainee**

Enterprise Leasing Co. of Denver - Centennial, CO  
January 2007 to January 2008

Learned all aspects of running car rental branch; including fleet management, customer service, maintenance of vehicles, and management of office expenses, scheduling of employees, community outreach and building corporate relationships with other companies.

- Implemented branch customer service plan that directly resulted in increase of branch customer service rating. - Top 10 regional ranking for three consecutive months as (BCAM) Branch corporate account manager.

## Education

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### **High School Diploma**

Mullen High School  
May 2001

### **Political Science/Pre-Law**

New Mexico Highlands University

## Certifications and Licenses

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### **DOT Medical Card**

### **Driver's License**