

ROBIN JORDAN

LAKEWOOD, CO 80215

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Punctual and efficient Driver known for reliability, route planning and excellent customer interactions.

Motivated to provide prompt, friendly and professional service at all times.

Dynamic and results-oriented delivery professional specializing in business operations and transportation management. Excels in client relations.

Customer-oriented transportation team member with proven safety skills and impeccable driving history. Log daily activities, coordinate customer documentation and collect payments to meet recordkeeping requirements. Skillfully plan efficient daily routes to meet customer needs and maximize delivery schedules.

Used hand trucks and manual and electric pallet jacks to safely lift and move packages.

Safety-conscious driver well-versed in vehicle maintenance and repair. Trustworthy, dependable and professional in both demeanor and appearance.

Highly-skilled Courier successful in providing quality service and completing on-time deliveries. Cross-trained in all aspects of shipping and deliveries.

SKILLS

- Order Picking and Processing
- Freight Expertise
- Familiarity with DOT Regulations
- Logging Paperwork
- GPS and Route Planning
- Map reading and navigation skills
- Knowledge of state roads and highways
- Route logs
- Safety-conscious
- Safety and compliance
- Vehicle inspections
- Equipment operation
- Customer-oriented
- Shipping and packaging
- Advanced planning
- Safe driver training
- Strong Math Aptitude
- Vehicle Systems Expertise

WORK HISTORY

Crescent Electric Supply Company

Delivery Driver // Denver, CO // February 2019 to Current

- Completed on-time deliveries by choosing best and most efficient routes.
- Contacted customers prior to delivery to confirm and coordinate delivery times.
- Oversaw product loading to keep items balanced, work efficient and items secure for safe delivery.
- Loaded truck and properly secured items to prevent damage for over 15-20 deliveries.
- Maintained clean and orderly appearance while on shift.
- Verified load against delivery ticket before beginning every shift.
- Followed all company policies and procedures during shift.
- Completed and submitted logs and paperwork every day to maintain records.
- Completed pre and post-trip safety inspections, recording and reporting any defects and

malfunctions.

- Kept warehouse and associated outside areas neat and clean at all times.
- Operated vehicle safely in highly congested areas with no traffic violations.
- Verified vehicle inspection stickers and registrations were current.
- Drove company truck for local and intra-state pick-ups and deliveries.
- Created and submitted delivery and DOT logs.
- Performed walk around on delivery vehicle before beginning shift to verify correct and safe operating order.
- Safely loaded items into delivery vehicle to minimize damage while in transit.
- Reported any suspected mechanical issues as quickly as possible.
- Handled customer concerns and issues effectively by Action.
- Loaded and secured items in trucks to avoid damage to parcels during delivery.
- Fostered positive working relationships with customers by responding to questions and concerns.
- Communicated customer complaints, requests and feedback to company management for swift resolution.
- Managed customer service issues with professionalism and analytical approaches to maintain satisfaction and promote continued brand loyalty.
- Assigned and recorded job Numbers for [Number] jobs per shift.

Center Greenhouse

Delivery Driver // Denver, Colorado // May 2016 to November 2019

- Managed customer service issues with professionalism and analytical approaches to maintain satisfaction and promote continued brand loyalty.
- Fostered positive working relationships with customers by responding to questions and concerns.
- Completed rush deliveries on tight timetables to satisfy customer needs.
- Inspected truck equipment and supplies and reported problems and safety hazards to supervisors following each shift.
- Loaded and unloaded Number delivery vans per shift.
- Completed on-time deliveries by choosing best and most efficient routes.
- Contacted customers prior to delivery to confirm and coordinate delivery times.
- Recorded each delivery using proper paperwork before leaving warehouse.
- Loaded truck and properly secured items to prevent damage for over Number deliveries.
- Interpreted maps and followed written and verbal directions.
- Maintained clean and orderly appearance while on shift.
- Verified load against delivery ticket before beginning every shift.
- Reported customer questions, issues and complaints to management.
- Followed all company policies and procedures during shift.
- Interacted with customers to determine needs and opportunities for additional sales.
- Completed pre and post-trip safety inspections, recording and reporting any defects and malfunctions.
- Completed and submitted logs and paperwork every day to maintain records.
- Operated vehicle safely in highly congested areas with no traffic violations.
- Loaded and secured items in trucks to avoid damage to parcels during delivery.
- Completed all necessary paperwork using neat and legible handwriting.
- Drove company truck for local and intra-state pick-ups and deliveries.

- Created and submitted delivery and DOT logs.
- Performed walk around on delivery vehicle before beginning shift to verify correct and safe operating order.
- Worked overnight shifts during peak periods to meet coverage needs.
- Safely loaded items into delivery vehicle to minimize damage while in transit.
- Communicated regularly with [Job title](#) for delivery route details and changes.

EDUCATION

Diploma

Apollo High // Simi Valley California // May 1979

Psychology

Arapahoe Community College // Littleton, CO

CERTIFICATIONS

- Forklift 10years