**Franklin Grimison**

Irmo, SC 29063 555 555 5555 example@example.com

| **SUMMARY STATEMENT** | Focused and punctual delivery driver possessing a current license and clean driving record. Offering a strong desire to serve others and extending hospitality when appropriate. Hard worker with an upbeat attitude dedicated to increasing customer satisfaction. |
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| **SUMMARY OF QUALIFICATIONS** | * Familiar driving safely in adverse weather including, heavy rain, snow and darkness.
* Reliable work schedule, available weekends and holidays.
* Excellent sense of direction, knows short cuts to save time and resources.
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| **PROFESSIONAL SKILLS** | **Driving Aptitude*** Promptly gets in and out of the car for front door deliveries, rings doorbells, knocks and receives signatures with a smile.
* Contributed to the training of new drivers, highlighting the importance of honesty and integrity to reduce the chances of theft and vandalism.
* Followed all driving regulations and found competent substitutes on days when unable to attend.

**Package Handling*** Delivered big, heavy and high-value items including furniture, mattresses, equipment, fragiles and more.
* Safely lifted, loaded, secured and assembled large items using appropriate moving equipment and team work.

**Customer Service*** Communicated with retail partners and customers to confirm delivery windows, updates and expected arrival times.
* Reviewed pending orders and specific customer requests improving customer service and experience by 31%.
* Provided troubleshooting assistance for customer orders and delivery statuses, solving 85% of problems.
* Assisted guests with locating products, and answering questions and concerns.
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| **WORK HISTORY** | May 2021-August 2021 **Delivery Driver** | Chick-fil-A Ballentine | Irmo, SCDecember 2020-January 2021 **Van Delivery Team** | PICKUP Delivery | Columbia, SCMay 2020-August 2020 **Independent Newspaper Carrier** | Kennedy Distribution Services | Hilton Head Island, SC |
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| **EDUCATION** | 12/2019 **High School Diploma** Columbia High School, Columbia, SC  |
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