

# ROBERT SMITH

## Facilities Courier

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### SUMMARY

Hardworking Facilities Courier with leadership experience and ability to effectively distribute resources in order to solve problems and provide outstanding customer service. Able to manage multiple priorities with conflicting deadlines. Works effectively with diverse teams of colleagues, leading by example and stepping up to take on additional responsibility to get the job done. Adapts well to changing circumstances and acts quickly and intelligently when unexpected challenges arise.

### CORE COMPETENCIES

Forklift Operator, Microsoft Office, Computer, MS Word, Management, Delivery, Pick-up, And Set-up

### PROFESSIONAL EXPERIENCE

#### Facilities Courier

**ABC Corporation - 2009 – Present**

##### Key Deliverables:

- Communicating with customers at stops to ensure pickups were made at proper times, adjusting route in order to accommodate clients needs.
- Collaborating with dispatch and other team members to coordinate different routes and to reallocate pickups and drop-offs as necessary.
- Utilizing FedEx technology, including power pad, to facilitate communication between dispatch and other couriers.
- Supporting other couriers after completion of own route, ensuring all couriers finish on time.
- Identifying new routes during weather delays that facilitated on-time deliveries to customers.
- Successfully avoided time delivery delays by carefully planning the best routes.
- Scanning packages according to prescribed procedures, demonstrating proficiency in features of service and equipment.

#### Express Courier

**ABC Corporation - 2008 – 2009**

##### Key Deliverables:

- Ensured proper packaging methods were followed when preparing for deliveries.
- Experience in working with a major shipping company, responsible for the handling packages to be shipped around the world.
- Completed and turned in the delivery manifest and other documentation as necessary.
- Performed routine maintenance on delivery vehicles, such as monitoring fluid levels and replenishing fuel.

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- Recorded information, such as items received and delivered and recipients responses to messages.
- Delivered packages and obtained electronic signatures collected and documented payments for shipments.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

### EDUCATION

Bachelor Of Arts in Communication Studies - 2007 (San Jose State University - San Jose, CA)HIGH SCHOOL DIPLOMA - 2008(Augsburg College - Minneapolis, MN)

