



# HENRY WALKER

## Delivery Agent

### PROFESSIONAL SUMMARY

Experienced Delivery Agent with 7 years in logistics and customer service, specializing in efficient route planning and timely deliveries. Proven ability to enhance operational efficiency while ensuring compliance with safety standards. Skilled in building strong client relationships and optimizing package handling processes to drive customer satisfaction and business growth.

### WORK EXPERIENCE

#### Delivery Agent

Seaside Innovations

Apr / 2020-Ongoing

Santa Monica, CA

1. Coordinated and scheduled daily deliveries to ensure timely service.
2. Established strong relationships with clients, enhancing customer loyalty.
3. Communicated effectively with management regarding delivery issues and opportunities.
4. Followed standardized procedures to maximize productivity and minimize waste.
5. Utilized logistics software to optimize routes and track deliveries.
6. Verified delivery appointments, ensuring accurate information and project qualifications.
7. Maintained vehicle compliance and performed routine safety checks.

#### Delivery Agent

Lakeside Apparel Co

Apr / 2018-Apr / 2020

Chicago, IL

1. Delivered packages to residential and commercial customers within specified timeframes.
2. Demonstrated strong organizational skills while managing multiple deliveries.
3. Executed selective non-delivery based on customer requirements.
4. Prepared and packaged items for delivery, ensuring quality and accuracy.
5. Handled cash transactions and provided excellent customer service at each stop.
6. Maintained cleanliness and organization of delivery vehicle.

### EDUCATION

#### Associate of Applied Science in Logistics

Southern New Hampshire University

Apr / 2016-Apr / 2018

Chicago, IL

Focused on logistics management, supply chain principles, and operational efficiency.

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### SKILLS

Operational Efficiency

Route Optimization

Flexibility

Critical Thinking

Interpersonal Skills

Organizational Skills

### INTERESTS

Scuba Diving

E-sports

Reading Fiction

Puzzle Solving

### STRENGTHS

Stewardship

Teamwork

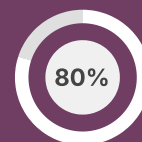
Tenacity

Vision

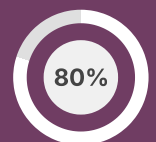
### LANGUAGES



English



Polish



French

### ACHIEVEMENTS

Achieved a 98% on-time delivery rate over 7 years.

Improved delivery route efficiency, reducing fuel costs by 15%.