



# SOPHIA BROWN

Mail Carrier

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Los Angeles  
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## PROFESSIONAL SUMMARY

Results-driven Mail Carrier with a commitment to excellence in service delivery. Achieved recognition for outstanding performance and reliability, consistently exceeding delivery targets and enhancing operational efficiency.

## WORK EXPERIENCE

Postal Service Mail Carrier  
Maple Leaf Consulting  
Dec / 2017-Ongoing  
Toronto, ON

- Maintained accurate records of mail delivery and discrepancies, preparing detailed reports for management review.
- Provided exceptional customer service, selling stamps and supplies while managing cash transactions efficiently.
- Scanned and tracked packages and letters, ensuring compliance with express service requirements.
- Managed and delivered mail parcels for assigned USPS routes, ensuring timely and accurate service.
- Conducted regular route assessments to optimize delivery efficiency and customer satisfaction.
- Trained new staff on delivery protocols and customer service standards to enhance team performance.
- Trained new mail carriers on delivery protocols and safety procedures, improving team efficiency and performance.

Mail Carrier  
Lakeside Apparel Co  
Dec / 2014-Dec / 2017  
Chicago, IL

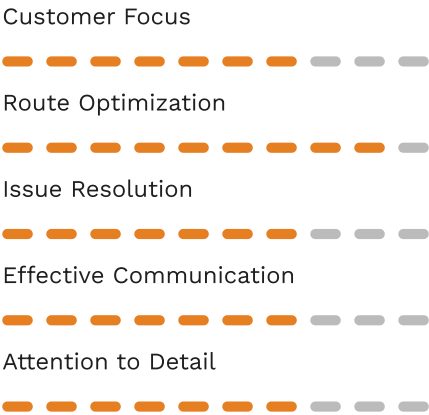
- Obtained signed receipts for registered, certified, and insured mail, ensuring compliance with postal regulations.
- Delivered mail to residences and businesses along specified routes, utilizing various transportation methods.
- Returned to the post office with collected mail from homes, businesses, and public mailboxes for processing.
- Entered change of address orders into the system, ensuring accurate forwarding of mail.
- Bundled and organized mail for delivery, optimizing the transportation process to relay boxes.
- Utilized handheld devices for tracking deliveries, increasing accuracy in package handling by 30%.

## EDUCATION

Associate of Arts in Business  
City College  
Dec / 2011-Dec / 2014  
Toronto, ON

Studied business management principles, focusing on customer service and operations.

## SKILLS



## INTERESTS

- Podcasts  
Language Learning  
Dancing  
Cycling

## STRENGTHS



## LANGUAGES



## ACHIEVEMENTS

- Achieved a 98% on-time delivery rate over 5 years.
- Recognized for outstanding customer service with a commendation from management.
- Reduced mail delivery discrepancies by 30% through improved tracking methods.