

# HARPER LEWIS

## Assistant Tram Driver

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### PROFESSIONAL SUMMARY

With 5 years of dedicated experience as an Assistant Tram Driver, I excel in ensuring safe and efficient tram operations while prioritizing passenger comfort. My strong communication skills and commitment to safety protocols contribute to a seamless transit experience. I am passionate about enhancing service quality and fostering positive interactions with passengers and team members.

### WORK EXPERIENCE

#### Assistant Tram Driver

Seaside Innovations

📅 Mar / 2021-Ongoing

📍 Santa Monica, CA

1. Operated trams safely, ensuring compliance with all safety regulations and protocols.
2. Provided excellent customer service, addressing passenger inquiries and concerns effectively.
3. Conducted pre- and post-trip inspections to maintain vehicle safety and performance.
4. Managed ticketing and fare collection, ensuring accurate transactions.
5. Assisted with crowd control and passenger boarding during peak hours.
6. Maintained a clean and organized tram environment for passenger comfort.
7. Collaborated with team members to enhance operational efficiency and safety.

#### Tram Driver

Silver Lake Enterprises

📅 Mar / 2020-Mar / 2021

📍 Seattle, WA

1. Demonstrated proficiency in both manual and automatic tram operations.
2. Adhered to scheduled routes and maintained timely service.
3. Complied with traffic rules and regulations while driving.
4. Maintained cleanliness and functionality of the tram vehicles.
5. Scheduled and reported maintenance issues promptly to ensure operational readiness.
6. Worked flexible hours, including nights and weekends, to meet service demands.

### EDUCATION

#### Diploma in Public Transportation

City Transit Academy

📅 Mar / 2019-Mar / 2020

📍 Chicago, IL

Focused on operational procedures, safety regulations, and customer service in public transportation systems.

### SKILLS

Customer Service Software



Communication Skills



Time Management



Attention To Detail



### ACHIEVEMENTS

- ★ Achieved a 95% on-time performance rate over 5 years.
- ★ Implemented safety checks that reduced incident reports by 20%.
- ★ Received commendations for outstanding customer service from passengers.