

TIFFANY HARRELL

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PROFESSIONAL SUMMARY

Hard working and dependable Delivery/Courier that is adept at delivering high volume shipments safely while meeting tight deadlines. Applies quality customer service to proudly represent employer and ensure customer satisfaction. Dedicated to perform work/duties at the highest level and learn as much as possible from those more knowledgeable, demonstrating responsibility and desire to excel and advance.

SUMMARY OF QUALIFICATIONS

- Delivery confirmations
- Phone orders
- Relationship building
- Mobile payment technology
- GPS navigation
- Flexible schedule
- Fast learner & Team player
- Smartphone operation
- Motor vehicle operation
- Order picking and processing
- Map reading and navigation skills
- Detailed-Oriented
- Self-starter

EDUCATION

Bachelor of Arts in Radio, TV & Film – May 2022

DePaul University – Chicago, IL

Honors Associates of Arts in Communications – July 2019

Kennedy King College – City Colleges of Chicago – Chicago, IL

WORK EXPERIENCE

Food Delivery Driver– Uber, Houston/Chicago – 2018 - Current

- Transportation of customer food orders from different restaurants.
- Kept delivery vehicle clean and neat to maintain company's professional reputation.
- Logged hours, mileage and order-related activities with company's app to maintain detailed records.
- Verified orders prior to completing deliveries to avoid customer complaints.
- Met promised delivery times consistently by using GPS software to spot and avoid traffic delays.
- Planned efficient routes to deliver multiple orders per trip and achieve strong performance ratings.
- Secured food to prevent loss and maintain freshness during transport.

Customer Service Representative & Transporter – Enterprise Holdings, Houston, TX – 2019 - 2020

- Educated customers on promotions to enhance sales.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Operated with safety and skill to avoid accidents and delays when picking up vehicles from different branch.
- Maintained high customer satisfaction by working quickly and accurately.
- Communicated with airport transport dispatch to convey delays from airport to our location.

Package Deliver Driver – Amazon Flex, Lisle, IL – 2017 - 2018

- Prepare and collect parcels for incoming orders and load products weighing up to 75lbs into vehicle using assistive equipment when necessary.
- Handle, organize, and secure packages with the utmost care.
- Accomplish a 100% non-time delivery rate within strict time constraints.
- Verify each delivery against shipping instructions before delivering to customers.
- Obey traffic laws and follow established traffic and transportation procedures.
- Operate hand held scanner on all outgoing and then delivered packages.
- Demonstrate exceptional customer service using fine-tuned interpersonal skills to appropriately represent the company.
- Pre-check and maintain vehicle to ensure that it will remain in ideal condition to complete the deliveries.
- Document complete and appropriate records regarding the courier packages, mileage and miscellaneous expenses.

Transportation Security Officer – US Department of Homeland Security, Chicago, IL – 202 - 2016

- Discretely observed behavior and demeanor of travelers and staff to screen for suspicious actions.
- Safeguarded transportation operations at commercial airports and railway stations.
- Identified potential airport, rail and mass transit security concerns and completed more in-depth checks as part of investigation.
- Authenticated boarding passes, identification and passports to prevent fraudulent travel.
- Operated X-ray screening machines and tools to screen people, containers and personal belongings for potential hazards and weapons.
- Adhered to strict screening techniques and procedures while conducting human screenings.
- Used explosive detection machines and chemical swab systems to identify potential hazards.