

# Amy Kim

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Seasoned taxi driver with over 11 years of experience safely transporting passengers around San Francisco and the surrounding areas. Excellent knowledge of local driving laws and speed limits and skilled at finding the most efficient routes. Calm and friendly interpersonal style with a strong track record for providing outstanding customer service.

## Education

### High School Diploma

Lowell High School, San Francisco, CA, June 2009

## Key Skills

- Customer service
- Satellite navigation systems
- Outstanding knowledge of local routes and geography
- Clear verbal communication
- Safe and efficient driver
- Vehicle maintenance

## Certifications

- Public Passenger Vehicle Driver Permit, July 2009

## Professional Experience

### Taxi Driver

Lyft, San Francisco, CA | September 2014 - Present

- Maintain up-to-date knowledge of efficient routes and key landmarks in the San Francisco area
- Use satellite navigation system to avoid traffic and roadworks, reducing arrival delays by 87% over four years
- Perform regular vehicle safety and maintenance tasks and maintain a clean, inviting passenger environment
- Greet and serve passengers warmly and professionally, achieving a 99.5% customer satisfaction rating last year

### Private Driver

Wingz, San Francisco, CA | August 2009 - September 2014

- Built a quick rapport with new customers and grew a large regular clientele, securing a 76% repeat custom rate over four years
- Provided accurate information on local landmarks and amenities based on expert knowledge of the local area
- Managed time carefully to ensure prompt pickups and arrivals, adhering to 95% of predicted journey times
- Maintained close contact with the control office and clearly communicated issues and delays