

# BROOKE GRIFFIN

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Professional and dependable taxi driver with over 5 years of experience providing high-quality transportation services for a ride-hailing company. Excellent geographical knowledge of Bismarck and the surrounding areas with an in-depth understanding of local traffic avoidance. Friendly and informative interpersonal style with the ability to communicate key information on local landmarks and amenities.

## PROFESSIONAL EXPERIENCE

### TAXI DRIVER

Potswork Drive, Bismarck, ND | March 2016 - Present

- Leverage paper maps and satellite navigation systems to find the quickest routes and avoid traffic, slashing the average journey time by 23% in 2020
- Present a positive company image and provide high-quality customer assistance, securing an average of \$2k of repeat custom per month
- Maintain a consistent satisfaction rating of at least 4.7 stars over three years
- Provide sensitive support to customers with disabilities and limited mobility

### DELIVERY DRIVER

Spee-Dee Delivery Service, Bismarck, ND | July 2014 - March 2016

- Observed local traffic regulations, speed limits, and safe driving practices, including driving in snowy and wet weather conditions
- Performed routine vehicle maintenance and safety checks and kept the interior clean and tidy
- Managed time effectively to make 98% of deliveries before the set deadline
- Communicated clearly with the control center to update them on delays or incidents that may affect deliveries or other fleet drivers

## EDUCATION

### HIGH SCHOOL DIPLOMA

Century High School, Bismarck, ND | June 2013

## KEY SKILLS

- Customer service
- Route planning
- Satnav systems
- Road safety
- Vehicle maintenance
- Communication skills

## CERTIFICATIONS

- North Dakota Commercial Driver's License, July 2013