

Scott Dunn

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PROFILE

Energetic recent high school graduate with experience navigating the Deadwood area using satnavs and maps. Outgoing and personable demeanor with a strong ability to create a positive brand image through exceptional customer service. Excellent knowledge of local routes and traffic patterns and able to work calmly under tight time pressure.

PROFESSIONAL EXPERIENCE

Delivery Driver

DoorDash, Deadwood, SD | July 2020 - Present

- Manage own time and workload by selecting jobs from the company's smartphone app, ensuring that 100% of deliveries arrive on time
- Observe road safety laws to make deliveries by bicycle, including at night
- Greet customers warmly and communicate any problems to management, resulting in a 98% 5-star satisfaction rating
- Plan routes efficiently using the Google Maps smartphone app and knowledge of local geography

Volunteer

Children's Miracle Network, Deadwood, SD | January 2020 - July 2020

- Engaged with the public to clearly explain the organization's mission and generate donations, raising over \$5k for vital medical treatment
- Safely transported merchandise and equipment by car to charity events throughout Deadwood
- Processed cash and card transactions following the company's cash-handling procedures
- Worked collaboratively with a team of 5 volunteers to ensure all tasks were completed to tight timescales

EDUCATION

High School Diploma

Lead-Deadwood High School,
Deadwood, SD, June 2020

Electives completed:

- Driver Education
- Hospitality and Tourism
- Auto Mechanics
- Human Geography

KEY SKILLS

- Local route knowledge
- Working independently and collaboratively
- Vehicle maintenance
- Customer service
- Road safety
- Communication skills
- Map reading

CERTIFICATIONS

- South Dakota Commercial Driver's License, April 2021