Danissa Berkley

Delivery Driver

Profile

Experienced Delivery Driver with 3 years of proven track record in timely and accurate deliveries. Skilled in route optimization and customer service. Known for reliability and safety. Strong communicator with a commitment to efficiency and client satisfaction.

Employment History

Senior Delivery Driver at Amazon, WY
Jun 2025 - Present

- Spearheaded the implementation of a new route optimization system, reducing delivery times by 18% and increasing daily package deliveries from 160 to 190.
- Mentored and trained a team of 12 junior drivers, leading to a 25% improvement in customer satisfaction scores and reducing delivery errors by 15%.
- Collaborated with cross-functional teams to streamline loading processes, cutting down vehicle loading time by 30 minutes per shift, enhancing overall operational efficiency.

Delivery Driver at UPS, WY
May 2022 - May 2025

- Spearheaded route optimization, slashing delivery times by 18% while maintaining a perfect safety record over two years.
- Boosted customer satisfaction scores by 23% through proactive communication and prompt issue resolution.
- Collaborated with logistics team to increase package handling efficiency, processing an additional 95 packages daily.
- Implemented training workshops for new drivers, reducing onboarding time by 30% and enhancing overall team performance.

Certificates

Commercial Driver's License (CDL)
Oct 2023

Defensive Driving Certification
Apr 2022

Memberships

National Association of Independent Truckers

Owner-Operator Independent Drivers Association

Contact

- danissa.berkley@gmail.com
- (913) 535-7741
- Cheyenne, WY

Education

Certificate in Professional Driving at Wyoming Technical Institute
Oct 2017 - May 2022

Relevant Coursework: Defensive driving techniques, vehicle maintenance basics, traffic laws and regulations, emergency response procedures, and customer service skills.

Links

linkedin.com/in/danissaberkley

Skills

GPS Navigation

Telematics

Route Optimization

Fleet Management

Customer Service

Time Management

Defensive Driving

Electronic Logging

Languages

English

Russian