

# Tenille Hermiz

Bus Operator

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## EDUCATION

**Commercial Driver's License (CDL) with Passenger Endorsement at Lone Star CDL Training Academy, TX**

Sep 2018 - May 2022

Relevant Coursework: CDL training with a focus on passenger endorsement, including vehicle inspection, defensive driving, passenger management, air brake systems, and emergency procedures.

## LINKS

[linkedin.com/in/tenillehermiz](https://www.linkedin.com/in/tenillehermiz)

## SKILLS

- Route Navigation
- Time Management
- Passenger Assistance
- Vehicle Inspection
- Fare Collection
- Conflict Resolution
- Emergency Procedures

## LANGUAGES

- English
- Portuguese

## HOBBIES

- Model train building
- Photography
- Cooking and trying new recipes

## PROFILE

Dedicated Bus Operator with 1 year of experience providing efficient, safe, and timely transportation services to passengers. Proficient in operating various bus types while adhering to traffic regulations and maintaining a strong focus on customer satisfaction. Demonstrated ability to navigate complex routes, manage schedules, and resolve issues with patience and professionalism. Committed to ensuring a positive travel experience for all passengers and fostering a welcoming environment.

## EMPLOYMENT HISTORY

### ● Bus Operator at Greyhound Lines, TX

May 2023 - Present

- Successfully maintained a 98% on-time arrival rate for over 200 long-distance trips, ensuring customer satisfaction and upholding Greyhound Lines' reputation for punctuality.
- Safely transported an average of 1,200 passengers per month across Texas and surrounding states, covering over 5,000 miles each month with zero major accidents or safety incidents.
- Received a 95% positive feedback rating from customers in post-trip surveys, reflecting excellent customer service skills and professionalism as a Bus Operator for Greyhound Lines.
- Implemented efficient route planning and time management strategies that resulted in a 10% reduction in fuel consumption and a 15% decrease in travel time, saving the company thousands of dollars annually.

### ● Junior Bus Operator at Megabus, TX

Sep 2022 - Mar 2023

- Successfully transported over 5,000 passengers across various routes in Texas with a 98% on-time arrival rate, contributing to Megabus's reputation for punctuality and reliability.
- Streamlined the boarding process by introducing a digital ticket scanning system, reducing average boarding time by 15% and improving overall customer satisfaction.
- Maintained a perfect safety record with zero accidents or incidents during my tenure, ensuring the safety and well-being of all passengers and meeting Megabus's high safety standards.

## CERTIFICATES

**Commercial Driver's License (CDL) with Passenger Endorsement**

Nov 2021

**Certified Transit Safety and Security Professional (CTSSP)**

Oct 2020

## MEMBERSHIPS

**American Public Transportation Association (APTA)**