

Shawnte Oks

Coach Operator

Profile

Dedicated Coach Operator with 1 year of experience delivering exceptional service in public transport. Proficient in managing schedules, maintaining vehicle safety, and ensuring passenger comfort. Demonstrates strong communication skills, adaptability, and commitment to providing a positive travel experience. Seeking to leverage expertise to contribute to a dynamic and customer-focused team.

Employment History

Coach Operator at Badger Coaches Inc., WI

Feb 2023 - Present

- Successfully increased overall customer satisfaction by 15% within one year by implementing effective communication strategies and providing exceptional service to passengers on a daily basis, leading to positive feedback and increased ridership for Badger Coaches Inc.
- Streamlined route scheduling and improved on-time performance by 20% through proactive planning and coordination with dispatchers and other drivers, resulting in reduced delays and enhanced customer experience.
- Led a team of 10 Coach Operators in a company-wide safety initiative, which reduced the number of accidents and safety incidents by 25% over a two-year period, contributing to a safer work environment and maintaining the company's reputation for safety and reliability.

Assistant Coach Operator at Lamers Bus Lines, WI

Jul 2022 - Jan 2023

- Successfully trained and mentored over 50 new bus operators within the first two years, resulting in a 90% retention rate and a significant reduction in training costs for Lamers Bus Lines.
- Implemented a comprehensive safety program that led to a 30% reduction in accidents and incidents involving company buses, improving overall safety ratings and reducing insurance premiums for the company.
- Developed and executed a highly effective route optimization plan that increased on-time performance by 20% and reduced fuel consumption by 15%, saving the company over \$50,000 annually in fuel costs.

Education

Commercial Driver's License (CDL) with Passenger Endorsement at Wisconsin CDL Training Center, Milwaukee, WI

Sep 2017 - May 2022

Relevant Coursework: CDL training with a focus on passenger transportation, including vehicle inspection, passenger safety, air brakes, defensive driving, and customer service.

Certificates

Details

shawnte.oks@gmail.com

(338) 662-1183

123 Maple Street, Milwaukee, WI 53202

Links

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

Skills

Route Planning

Time Management

Passenger Assistance

Vehicle Maintenance

GPS Navigation

Conflict Resolution

Defensive Driving

Languages

English

Bengali

Hobbies

Model train building

Photography

Gardening