

Lanelle Boc

Courier

Profile

Dedicated courier with a year of experience in ensuring timely and accurate deliveries, adept at managing multiple tasks and adjusting to varying routes. Proficient in GPS navigation and maintaining professional communication with clients. Committed to providing exceptional service while adhering to safety and compliance standards.

Employment History

Courier at FedEx, NV

Feb 2023 - Present

- Successfully delivered over 10,000 packages within a year with a 98% on-time delivery rate, exceeding company expectations and contributing to FedEx's reputation for reliability in the Nevada region.
- Streamlined route planning processes by implementing new GPS technology, resulting in a 15% reduction in average daily travel time and allowing for the completion of 20% more deliveries per day.
- Consistently maintained a 99% customer satisfaction rating through proactive communication with recipients and timely resolution of delivery issues, contributing to strong customer loyalty.
- Trained and mentored five new couriers in FedEx policies, procedures, and best practices, ensuring their rapid integration into the team and contributing to an overall increase in delivery efficiency.

Courier Assistant at UPS, NV

Aug 2022 - Dec 2022

- Successfully delivered an average of 150 packages per day, exceeding company targets by 15% and maintaining a 99% on-time delivery rate during the busy holiday season in 2020.
- Streamlined the package sorting process in the warehouse, resulting in a 20% increase in efficiency and reducing misdirected packages by 25% over a six-month period.
- Trained and mentored five new Courier Assistants, improving overall team performance by 10% and significantly reducing training time for new hires.
- Implemented a new route optimization system which led to a 15% reduction in daily travel time, saving the company an estimated \$50,000 in fuel costs annually.

Education

Diploma in Courier and Logistics Management at University of Nevada, Las Vegas

Aug 2017 - May 2022

Relevant Coursework: Supply Chain Management, Inventory Control, Transportation and Distribution, Warehouse Management, International Logistics, Operations Management, and Customer Service.

Certificates

Details

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Links

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Skills

Route Optimization

Time Management

Vehicle Maintenance

GPS Navigation

Package Handling

Customer Service

Record Keeping

Languages

English

Indonesian

Hobbies

Photography

Playing the guitar

Cooking and trying out new recipes