

Kalena Irineo

Letter Carrier

Profile

Dedicated Letter Carrier with one year of experience in efficiently delivering mail to both residential and commercial customers. Adept at route planning, time management, and ensuring the safe handling of confidential parcels and correspondence. Possesses excellent interpersonal skills, consistently providing exceptional customer service and fostering positive relationships along the delivery route. Committed to maintaining a high standard of professionalism and reliability in all aspects of the role.

Employment History

Letter Carrier at USPS, AL

May 2023 - Present

- Delivered an average of 1,200 mail pieces daily to over 500 households and businesses, maintaining a 99.5% accuracy rate in sorting and delivering mail.
- Successfully trained and mentored 10 new letter carriers, resulting in a 100% retention rate and an improvement in overall efficiency by 15%.
- Received a customer satisfaction rating of 98% through consistent, timely delivery and prompt resolution of any issues or concerns raised by customers.
- Implemented a new route optimization strategy that reduced daily travel time by 20%, resulting in a 10% increase in overall productivity and cost savings for the USPS in AL.

Mail Carrier Assistant at UPS, AL

Aug 2022 - Apr 2023

- Successfully delivered an average of 1,500 packages per week, ensuring timely and accurate distribution to customers in the UPS AL service area.
- Streamlined route planning by incorporating GPS technology, resulting in a 20% reduction in delivery time and increased efficiency.
- Maintained a 99.5% accuracy rate in package sorting and delivery, exceeding company standards and contributing to high customer satisfaction ratings.
- Trained and mentored 5 new Mail Carrier Assistants, helping them quickly adapt to UPS policies and procedures while maintaining high performance standards.

Education

High School Diploma or GED at Mountain Brook High School, Mountain Brook, AL

Aug 2018 - May 2022

Relevant Coursework: English, Mathematics, Science, Social Studies, and elective courses such as Foreign Language, Health Education, and Fine Arts.

Certificates

Details

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Links

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Skills

Route Optimization

Time Management

Parcel Handling

Customer Service

GPS Navigation

Vehicle Maintenance

Mail Sorting

Languages

English

Italian

Hobbies

Stamp collecting

Gardening

Birdwatching