

Maryella Mcgall

Newspaper Carrier

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☎ (172) 223-8435

📍 123 Maple Street, Burlington, VT 05401

EDUCATION

High School Diploma in General Education at Montpelier High School, Montpelier, VT

Sep 2017 - May 2022

Relevant Coursework: English, Mathematics, Social Studies, Science, Physical Education, Health, Fine Arts, World Languages, and Technology Education.

LINKS

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

SKILLS

Route memorization

Time management

Weather adaptation

Customer service

Vehicle maintenance

Physical stamina

Bundling efficiency

LANGUAGES

English

Portuguese

HOBBIES

Collecting stamps

Photography

Gardening

PROFILE

Dedicated Newspaper Carrier with a year of experience in providing timely and accurate delivery services to customers. Proficient in route planning and adapting to varying weather conditions, ensuring consistent customer satisfaction. Possesses excellent organizational skills and a strong commitment to maintaining a reliable and efficient distribution service.

EMPLOYMENT HISTORY

● Newspaper Carrier at St. Albans Messenger, VT

Mar 2023 - Present

- Delivered newspapers to over 200 subscribers daily with a 99% on-time delivery rate, ensuring customer satisfaction and maintaining the reputation of St. Albans Messenger in the Vermont community.
- Increased subscription base by 15% through effective customer engagement and targeted marketing efforts, resulting in higher revenue for the company and improved distribution efficiency.
- Implemented a new route optimization system that reduced delivery time by 20%, enabling quicker and more efficient service for customers while reducing fuel costs for the company.
- Received the "Carrier of the Year" award in 2018 for outstanding performance, dedication to customer service, and consistent achievement of delivery targets.

● Newspaper Delivery Assistant at The Burlington Free Press, VT

Jul 2022 - Feb 2023

- Successfully increased on-time delivery rate by 15% within the first six months by optimizing delivery routes and improving coordination with the distribution center at The Burlington Free Press, VT.
- Implemented a new tracking system for customer complaints, resulting in a 25% decrease in unresolved issues and a 10% increase in overall customer satisfaction during my tenure at The Burlington Free Press, VT.
- Trained and mentored five new delivery assistants, leading to a 20% reduction in delivery errors and a more efficient team, contributing to a 5% growth in subscribers for The Burlington Free Press, VT.

CERTIFICATES

National Association of Newspaper Distributors (NAND) Certification

Jan 2022

Professional Route Carrier Certificate

Feb 2020

MEMBERSHIPS

International Circulation Managers Association (ICMA)