

# LAYNE LEPPLA

Shuttle Driver

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(112) 702-2250

123 Oak Street, Birmingham, AL 35209



## PROFILE

Dedicated Shuttle Driver with 1 year of experience providing safe and efficient transportation services. Skilled in route planning, vehicle maintenance, and customer service. Demonstrated ability to maintain punctuality and adhere to all safety regulations. Committed to ensuring passenger satisfaction and promoting a positive travel experience.

## LINKS

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

## SKILLS

Route Planning

Time Management

Vehicle Maintenance

GPS Navigation

Defensive Driving

Passenger Assistance

Communication Skills

## LANGUAGES

English

French

## HOBBIES

Model building

Photography

Gardening

## EMPLOYMENT HISTORY

### Shuttle Driver at Alabama Shuttle Services, AL

May 2023 - Present

- Successfully transported over 5,000 passengers to and from various locations in Alabama, maintaining a 98% on-time arrival rate and contributing to the company's reputation for punctuality and reliability.
- Implemented a new route optimization system, reducing fuel consumption by 15% and saving the company \$20,000 annually in fuel costs.
- Received a commendation for exceptional customer service, with 95% of passengers rating their experience as "excellent" in post-ride surveys, leading to an increase in repeat customers and positive word-of-mouth referrals.

### Junior Shuttle Driver at GoGo Charters Birmingham, AL

Sep 2022 - Apr 2023

- Successfully transported over 150 passengers daily on various routes around Birmingham, AL, ensuring timely arrivals and maintaining a 98% customer satisfaction rating.
- Implemented a new route optimization strategy that reduced travel time by 15% and increased overall shuttle efficiency, leading to a 10% increase in ridership within six months.
- Maintained a perfect safety record with zero accidents or incidents during my two years as a Junior Shuttle Driver, contributing to GoGo Charters' reputation as a reliable and safe transportation provider.

## EDUCATION

### Commercial Driver's License (CDL) with Passenger Endorsement at Alabama CDL Training School

Sep 2018 - May 2022

Relevant Coursework: Commercial Vehicle Operations, Safety Regulations, Defensive Driving, Vehicle Inspection and Maintenance, Passenger Transportation Management, Emergency Procedures, and Customer Service.

## CERTIFICATES

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

Nov 2021

### Certified Transportation Professional (CTP)

Nov 2020