


# Vieno Rawley

## Transit Operator

Dedicated Transit Operator with 1 year of experience in providing safe and efficient transportation services to passengers. Skilled in adhering to schedules, maintaining cleanliness of vehicles, and managing emergency situations with calmness and professionalism. Demonstrated ability to communicate effectively with passengers, resolve conflicts, and consistently maintain a high level of customer satisfaction. Committed to continuous professional development and expanding knowledge of transit regulations and safety protocols.

[vieno.rawley@gmail.com](mailto:vieno.rawley@gmail.com) 

(154) 672-2743 

1234 Maple St, Milwaukee, WI   
53202

### Education

**Commercial Driver's License (CDL) with Passenger Endorsement at Fox Valley Technical College, Appleton, WI**

Aug 2018 - May 2022

Relevant Coursework:  
CDL training, passenger endorsement certification, defensive driving, vehicle inspection and maintenance, air brake systems, accident prevention, and customer service.

### Links

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

### Skills

Route Planning



Time Management



Passenger Assistance



Vehicle Maintenance



GPS Navigation



Fare Collection



Emergency Response



## Employment History

### Transit Operator at Milwaukee County Transit System, WI

Mar 2023 - Present

- Successfully transported an average of 5,000 passengers daily on various routes within Milwaukee County, ensuring timely arrival and adherence to set schedules.
- Implemented a new route optimization strategy that led to a 15% reduction in fuel consumption and a 10% improvement in overall transit efficiency.
- Received the "Transit Operator of the Year" award in 2019 for consistently maintaining a high level of customer satisfaction, receiving positive feedback from 95% of surveyed passengers.
- Played a key role in training and mentoring 10 new transit operators, resulting in a 30% decrease in accidents and a 20% increase in on-time performance across the team.

### Transit Operator Trainee at Green Bay Metro, WI

Aug 2022 - Jan 2023

- Successfully completed a comprehensive 6-week training program, achieving a 95% score on the final evaluation and becoming proficient in all aspects of bus operations, including route planning, passenger assistance, and emergency procedures.
- Implemented a new pre-trip inspection process that reduced vehicle downtime by 10%, resulting in improved service reliability and increased customer satisfaction ratings by 8%.
- Consistently maintained an on-time performance rate of 98% or higher, ensuring efficient transit services for over 1,000 daily passengers and contributing to Green Bay Metro's overall goal of providing reliable and punctual transportation services.

## Certificates

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

Jun 2021

### Certified Transit Safety and Security Professional (CTSSP)

Nov 2019

## Memberships