

# KIVON RILEY

## Food Delivery Driver

### CONTACT

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San Diego, CA   
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### EDUCATION

High school diploma  
Westview High  
2006 - 2010  
San Diego, CA

### SKILLS

Safety  
Customer Service  
Problem-solving  
Efficiency  
Detail-oriented  
Collaboration

### WORK EXPERIENCE

#### Food Delivery Driver

Uber Eats

2014 - current / San Diego, CA

- Deliver food orders to 116 customers per day using a personal car
- Executed food order deliveries to customers with 100% accuracy, ensuring customer satisfaction and a 5-star rating
- Promoted brand loyalty with customers and vendors, increasing brand awareness and new growth by 17%
- Used the Uber Eats app for reporting, including GPS tracking, completion of orders, and payments

#### Food Delivery Driver

Boston Market

2012 - 2014 / San Diego, CA

- Delivered food orders to an average of 48 customers per day
- Assisted counter staff in packing orders ready for delivery
- Assessed completed orders for accuracy, bagged meals, and ensured payment
- Drove company car with 0 accidents or violations, receiving excellent customer service ratings of 98%
- Assisted with operating cash register during extra busy times or during short-staffed periods
- Trained 6 co-workers on efficient delivery practices and customer service procedures

#### Server

Red Lobster

2010 - 2012 / San Diego, CA

- Delivered accurate service while assisting 7 other servers during busy times, earning customer satisfaction scores of 98%
- Maintained knowledge of a 26-item menu to answer customers' questions and provide a positive dining experience
- Exceeded sales targets by 12% by up-selling appetizers and drinks based on specific tastes and interests of customers
- Coached servers on restaurant best practices, customer service, and menu knowledge, which led to an increase in sales of 22%
- Operated POS system during busy times and bused tables during staffing crunches, ensuring efficient processes and 0 wait time for customers