

Ava Velasquez

Medical Courier

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STRENGTHS

-  **Adaptability**
Flourished in changing environments, maintaining focus on safety and delivery deadlines during unforeseen circumstances.
-  **Communication Skills**
Engaged effectively with healthcare teams; impressed peers capable of articulating crucial information clearly.
-  **Customer Centricity**
Prioritized client satisfaction, often recognized as a go-to source for resolving complex delivery issues.
-  **Attention to Detail**
Spotlighted for diligence in handling sensitive medical specimens with utmost care and compliance.
-  **Team Collaboration**
Regularly collaborated with colleagues to share best practices and streamline workflow efficiencies.

SKILLS

- Route Optimization
- Customer Service Excellence
- Safety Compliance
- Effective Communication
- Documentation and Reporting
- Mobile Delivery Applications
- Problem Solving
- Time Management
- Collaboration Skills
- Record Keeping
- Regulatory Knowledge
- Team Leadership
- Interpersonal Skills

SUMMARY

Customer-driven logistics specialist with over four years in the transportation industry, focused on timely and accurate delivery of medical specimens. Strong communicator experienced in building robust relationships with healthcare professionals to ensure compliance and operational excellence. Proven ability to operate safely and efficiently while adhering to environmental and regulatory standards. Looking to leverage this expertise within a medical courier role to enhance patient care and contribute positively to health services.

EXPERIENCE

Medical Delivery Specialist

Health Logistics Services  June 2023 - Present  Columbus, OH

- Focused on transporting medical specimens and lab materials on time across designated routes. Responsible for interfacing with healthcare providers while ensuring regulatory compliance. Navigated daily challenges to maintain effective operations and safety.
- Transported medical specimens across city routes with an emphasis on safety and accuracy.
 - Communicated effectively with doctors, nurses, and lab personnel, enhancing service quality.
 - Utilized mobile tracking software for real-time updates on deliveries to clients.
 - Ensured adherence to all applicable DOT, HIPAA, OSHA regulations during transport.
 - Assumed responsibility for vehicle maintenance checks before each shift.
 - Collaborated with team to optimize delivery schedules and improve turnaround times.

Logistics Coordinator

Express Courier Solutions  March 2021 - May 2023  Columbus, OH

- Oversaw coordination of logistical efforts to ensure efficient transportation of goods under strict safety guidelines. Maintained high performance through continual process improvement and client engagement.
- Developed optimizing pathways that improved delivery timelines by implementing innovative routing.
 - Engaged clients on service inquiries, handling resolutions promptly and professionally.
 - Trained drivers on proper handling techniques and customer service etiquette.
 - Implemented new tracking systems that bolstered accountability across operations.
 - Achieved superior levels of service through analysis of client feedback to adjust our processes.
 - Supervised logistical activities yielding a storied reputation for completing shipments within established times.

Delivery Associate

Rapid Transport Services  January 2020 - February 2021  Columbus, OH

- Delivered outstanding service through direct interaction with clients while managing transport of various packages efficiently. Developed skills in logistical management under stringent delivery conditions.
- Focused on delivering exceptional customer experiences during package drop-offs.
 - Monitored daily profitability targets and contributed to success metrics through unwavering dedication.
 - Trained incoming associates about protocol adherence and service customs.
 - Documented all delivery activities via mobile platforms, ensuring precision in data entries.
 - Cultivated strong professionalism with clientele that increased door-to-door trust.
 - Recognized consistently for efficiency and speed within complex delivery routes.

LEADERSHIP & AWARDS

- Outstanding Service Recognition from Express Courier Solutions for reliable delivery performance.
- Employee of the Month at Health Logistics Services for exemplary work integrity.

Service Orientation

Spanish Proficient

A donut chart with a white center. The center contains the text "6.3" in a large, bold, black font, with "YEARS" in a smaller, black font directly below it. The donut chart is divided into four segments of different shades of gray: a large light gray segment (approximately 55%), a medium dark gray segment (approximately 25%), a small medium gray segment (approximately 10%), and a small light gray segment (approximately 10%).

- Delivery Associate at Rapid Transport Services (1.1 Years)

Coursework: *Transportation Principles, Supply Chain Management, Customer Service Strategies, Safety Standards*

- Certified Logistics Associate (CLA) 📅 2026
- Valid Driver's License 📅 2026

- **Route Software:** Onfleet, Route4Me, Routific
- **Mobile Applications:** ScanVerify, Glyimpse, Waze
- **Compliance Standards:** DOT Regulations, OSHA Guidelines, HIPAA Standards
- **Logistics Management Tools:** Excel, Asana, Trello
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Tracking Technologies:** Barcode Scanners, RFID Systems, Mobile Databases
- **Vehicle Safety Protocols:** Preventative Maintenance, Inspection Schedules, Incident Reporting
- **Documentation Tools:** Google Docs, PDF Versioning, CRM Systems
- **Delivery Efficiency Methods:** Lean Operations, Just-in-Time Processing, Kaizen
- **Client Engagement Platforms:** Salesforce, HubSpot, Zoho

- Member of the National Logistical Society focused on advancing transportation practices.
- Volunteer with Local Food Bank, aiding in logistics and distribution of meals.

Work Status : Authorized to work in United States. No sponsorship required.

AVAILABLE ON REQUEST