

# Ava Velasquez

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## 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

June 2023 - Present

Health Logistics Services

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

March 2021 - May 2023

Express Courier Solutions

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

January 2020 - February 2021

Rapid Transport Services

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.

## EDUCATION

### Associate of Applied Science in Logistics Management

2026

Columbus Community College GPA: 3.5

Columbus, OH

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

## CERTIFICATIONS

- Certified Logistics Associate (CLA) 📅 2026

- Valid Driver's License 📅 2026

## TECHNICAL SKILLS

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- Route Software:** Onfleet, Route4Me, Routific
- Mobile Applications:** ScanVerify, Glympse, 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

## SKILLS

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

## PROFESSIONAL AFFILIATIONS

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

## LANGUAGES

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- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST