



# Katelynn Crigler

Virtual assistant

127 s horton st.,  
Dayton, Ohio, United States,  
45403  
9376736029  
Katelynncrigler@gmail.com

American  
TA950655

## Skills

Communication

Conflict Resolution

Adaptability

Time Management

Problem Solving

Attentiveness

Multitasking

## Languages

English

Virtual assistant with over two decades of extensive expertise in communication, conflict resolution, and adaptability, honed through diverse delivery roles. Demonstrates exceptional time management and problem-solving skills, ensuring efficient operations and high customer satisfaction. Committed to leveraging multitasking abilities and attentiveness for optimal client support and innovative solutions.

## Employment history

**Delivery Driver, Doordash** ————— May 2021 - Dec 2024

Dayton, Ohio

- Efficiently delivered over 500 orders monthly, ensuring timely and accurate service.
- Consistently maintained a 4.9/5 customer satisfaction rating through reliable service.
- Utilized GPS technology to optimize delivery routes, reducing travel time by 12%.
- Collaborated with team to enhance delivery processes, improving overall efficiency.
- Resolved delivery issues promptly, minimizing customer complaints and enhancing loyalty.
- Worked closely with dispatch teams to optimize delivery routes, resulting in timely arrivals and improved operational efficiency.
- Provided exceptional customer service, addressing inquiries and resolving issues to foster positive relationships and brand loyalty.
- Monitored delivery patterns to identify peak hours, allowing for strategic scheduling that reduced wait times and increased delivery volume.
- Executed efficient delivery strategies, consistently enhancing customer satisfaction and ensuring timely service across all orders.

**Delivery Driver, Spark** ————— Jan 2024 - Dec 2024

Dayton, Ohio

- Delivered packages efficiently, enhancing customer satisfaction and route optimization.
- Managed timely deliveries, achieving high on-time delivery rates and customer feedback.
- Utilized GPS technology to streamline routes, reducing delivery times significantly.
- Handled customer inquiries, resolving issues promptly and maintaining service excellence.
- Collaborated with team members to improve delivery processes and operational efficiency.

**Delivery Driver, Roadie** ————— Jan 2024 - Present

Dayton, Ohio

- Deliver packages efficiently, ensuring timely arrivals, enhancing customer satisfaction.
- Maintain vehicle in top condition, reducing downtime, improving delivery reliability.
- Navigate routes using GPS, optimizing travel time, increasing delivery volume.
- Communicate effectively with dispatchers, resolving issues, ensuring smooth operations.
- Delivered packages promptly, achieving high customer satisfaction ratings and contributing to repeat business.

## Employment history

### Security Guard, Aegis ————— Aug 2021 - Nov 2023

Vandalia, Ohio

- Monitored premises to ensure safety, reducing incidents by 18% through proactive measures.
- Collaborated with team to enhance security protocols, leading to improved response times.
- Conducted regular risk assessments, identifying potential threats and minimizing vulnerabilities.
- Trained new security personnel, fostering a culture of vigilance and teamwork.
- Utilized surveillance systems effectively, achieving comprehensive site coverage and deterrence.
- Monitored premises to prevent unauthorized access, contributing to a secure environment and reducing incidents by ensuring prompt responses.
- Monitored trucks coming in by logging down their information and sending them to their correct destinations to load and unload merchandise

### Security , Brosnan Risk Consultants ————— Nov 2023 - Mar 2024

Dayton, Ohio

- Managed security operations, enhancing team efficiency and ensuring client safety.
- Implemented protocols, reducing incident response time and increasing client trust.
- Trained staff on security measures, fostering a proactive safety culture.
- Conducted risk assessments, identifying vulnerabilities and improving security posture.
- Collaborated with law enforcement, achieving seamless incident resolution.

### Janitor, Goodwill Easterseals ————— Aug 2003 - Jun 2013

Dayton, Ohio

- Ensured cleanliness and safety of facilities, enhancing user experience and operational efficiency.
- Managed waste disposal and recycling, contributing to environmental sustainability goals.
- Collaborated with team to maintain high standards of hygiene, supporting a healthy environment.
- Identified and resolved maintenance issues promptly, minimizing disruptions and repair costs.

### Assembler, Tenneco ————— Mar 2012 - Jun 2013

Kettering, Ohio

- Assembled automotive parts ensuring quality and precision, enhancing production efficiency.
- Collaborated with team to improve workflow, achieving consistent assembly line performance.
- Identified and resolved mechanical issues, minimizing downtime and maintaining output levels.

### Cashier, Walmart ————— Mar 2015 - Sep 2016

Franklin, Ohio

- Resolved customer complaints promptly, contributing to a positive store reputation and loyalty.

## Education

**University of Phoenix-Arizona,  
Phoenix, Arizona**

Jul 2008 - Nov 2009

Associates

I didnt graduate due to life struggles but i was excelling in all my classes with straight A's

**Franklin Virtual Highschool,  
Tallahassee, Florida**

May 2009 - Oct 2010

General

Graduated with a grade point average of 3.5

## Hobbies

- Digital Literacy
- Business plan Building
- Optimizer
- Editor