



Lisa Jackson

Delivery Driver

Class A CDL driver with 14 years across last-mile parcel, LTL freight, and home appliance delivery. Over 600,000 accident-free miles, two safe-driver awards, and experience mentoring junior drivers. Looking for a lead driver role with consistent home time.

CONTACT INFORMATION

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KEY SKILLS

- Class A CDL (H, N endorsements)
- White-glove and in-home installation
- 600,000+ accident-free miles
- Lift gate, pallet jack, appliance dolly
- FMCSA pre-trip and post-trip inspections
- ELD logging (Samsara, KeepTruckin)
- Route planning and dispatch coordination
- Driver mentoring and onboarding
- Manual transmission (10-speed)
- DOT medical card current through 2026

PROFESSIONAL EXPERIENCE

2020 - Present

Lead Delivery Driver | Sandia Home Goods Delivery, Albuquerque, NM

- Lead a 6-driver team running two-man white-glove appliance deliveries across New Mexico and west Texas.
- Personally complete 12-18 in-home installs per day including refrigerators, washers, and wall-mounted TVs.
- Hold a damage claim rate under 0.6% on \$4.1M in delivered merchandise during 2023.
- Train every new hire on lift-gate operation, four-wheel dolly technique, and customer walkthrough scripts.
- Run weekly route planning meetings with dispatch, cutting Saturday overtime by about 9 hours per week.

2016 - 2020

Line Haul Driver | Rio Grande Freightways, Albuquerque, NM

- Drove regional line haul between Albuquerque, El Paso, and Phoenix on a fixed 4-day schedule.
- Logged 142,000 miles annually with zero DOT violations and zero preventable accidents.
- Completed pre-trip, en-route, and post-trip inspections per FMCSA standards on every run.
- Selected as backup dispatch trainer during the company's switch to Samsara ELDs in 2018.

2013 - 2016

Parcel Delivery Driver | Mesa Courier Services, Santa Fe, NM

- Ran a daily 160-stop residential route through Santa Fe and surrounding rural addresses.
- Earned Driver of the Quarter twice for on-time rate and customer feedback scores.
- Handled signature-required and high-value packages with no lost shipments across three years.
- Covered other drivers' routes during PTO without requiring a ride-along.

2010 - 2013

Delivery Driver | Pueblo Beverage Distributors, Santa Fe, NM

- Delivered beer and beverage product to 30+ retail accounts using a 24-foot bay truck.
- Reconciled invoices and handled keg returns with under \$200 in annual variance.
- Built and rotated end-cap displays during slow delivery windows.
- Maintained relationships with bar and restaurant managers that led to two upsell program wins.

EDUCATION

High School Diploma, Eldorado High School, 2008

Class A CDL with Hazmat and Tanker Endorsements, New Mexico MVD, 2010

Smith System and Safer Driver Certifications, 2014 and 2019