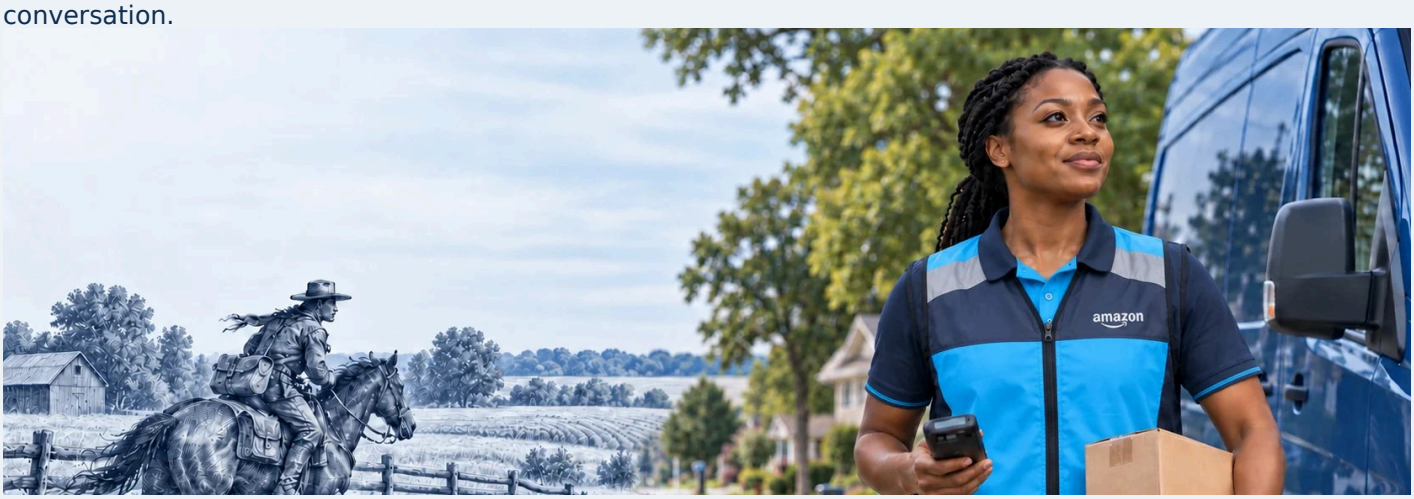
Turn your route experience into résumé skills.

A practical guide to recognizing your skills, describing your work, and preparing examples for your next career conversation.



Experience becomes more useful when you can explain it.

Delivery work gives you opportunities to practice professional skills. Start with what you actually do, then name the skill behind it.

Judgment & awareness	Reading a delivery location, noticing hazards, and choosing a safe approach. Situational awareness, risk assessment, sound judgment
Organization	Arranging packages and preparing the next steps of your work. Workflow organization, prioritization, attention to detail
Adaptability	Responding to an access issue, unfamiliar location, or changing conditions. Adaptability, practical problem-solving, resourcefulness
Communication	Sharing useful updates with dispatch and interacting respectfully with customers. Clear communication, customer service, teamwork
Ownership	Handling packages and equipment carefully and following through on procedures. Accountability, reliability, operational discipline
Resilience	Staying composed through setbacks and knowing when to slow down or ask for help. Composure, perseverance, responsible decision-making

Safety is part of professionalism. Resilience includes knowing when to stop, adjust, or seek support.

Put your experience into words.

Use these as starting points. Choose only statements that accurately reflect your work, and rewrite them in your own voice.

JUDGMENT

Assessed delivery locations and changing surroundings to select safe approaches and identify potential hazards.

ORGANIZATION

Organized packages and daily workflow to support accurate deliveries and efficient task transitions.

ADAPTABILITY

Adjusted delivery approaches in response to access restrictions, unfamiliar locations, and changing conditions.

COMMUNICATION

Communicated delivery exceptions and route updates to dispatch to support timely problem resolution.

CUSTOMER SERVICE

Interacted professionally with customers and followed delivery instructions while maintaining safety and accuracy.

ACCOUNTABILITY

Handled packages and company equipment responsibly and followed established delivery procedures.

TEAMWORK

Coordinated with dispatch and fellow drivers to address delivery challenges and support shared goals.

RESILIENCE

Maintained composure during demanding shifts, reassessed priorities, and sought support when appropriate.

Make a bullet stronger with evidence

Action + situation + result. For example: “Reorganized my package workflow to reduce searching between stops while maintaining delivery accuracy.” Use this only if it describes something you actually did.

Add numbers only when you can verify them. Do not invent delivery volume, safety records, performance ratings, training, promotions, or leadership responsibilities. Use your actual employer and employment dates.

Your experience. Your story.

Think of a time you solved a problem, adapted your plan, or made a thoughtful safety decision. A specific example makes your skills easier to understand.

SITUATION

What was happening? What made the delivery or day challenging?

TASK

What were you responsible for accomplishing?

ACTION

What did you do? Explain your judgment, communication, and adjustments.

RESULT & LESSON

What happened, and what would you repeat or improve next time?

Before you use this on a résumé

- Choose two or three skills that match the role you want.
- Use one specific, truthful example for each skill.
- Protect customer addresses and other private information.
- Describe your own contribution and use plain language.

A modern route. A long tradition of dedication.

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