Aaliyah Brooks

DELIVERY ASSOCIATE

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Summary

Delivery associate with 1.5 years of last-mile package delivery in a step van, plus retail customer service experience. Delivers 160+ packages a shift with handheld technology and safe driving habits, lifts and carries heavy packages, and works alone on the route or with the station team with a positive attitude.

Skills

- **Package Handling**
- **Handheld Technology**
- **Proof of Delivery**
- **Van Loading**
- **Safe Driving**
- **Customer Service**
- **Microsoft Excel**
- **GPS Navigation**
- **Team Player**
- **Positive Attitude**

Experience

Delivery Associate

04/2025 - Present

Crossroads Last Mile Logistics

Indianapolis, IN

Delivery service partner running 45 daily van routes for a national e-commerce network.

- Deliver **160-200** packages per 10-hour shift with a 99.5% delivery completion rate.
- Organize package handling at the station and complete van loading by stop sequence before 9 a.m. dispatch.
- Record scans and photo proof of delivery on handheld technology, keeping lost-package claims near zero.
- Navigate apartment complexes with GPS navigation and carry packages up to 50 lbs in rain, heat and snow.
- Support 2 new drivers on ride-alongs, showing them scanner steps and safe backing rules.

Sales Associate

06/2023 - 03/2025

Castleton Sporting Goods

Indianapolis, IN

Sporting goods store with 30 staff.

- Served 80+ customers a shift at the register and on the floor with fast, friendly customer service.
- Received and shelved 2 truck shipments a week using a handheld inventory scanner.
- Counted cycle inventory in Microsoft Excel and fixed 120 stock errors in one quarter.

Education

High School Diploma

05/2022

Lawrence North High School

Indianapolis, IN

Certificates

Indiana Operator License, Clean Driving Record 06/2022

Indiana BMV