LUIS ORTEGA

SHUTTLE DRIVER

CONTACT

luis.ortega@email.com

(602) 555-0129

Phoenix, AZ

linkedin.com/in/luisortega

SKILLS

- Customer Service
- Safe Driving
- Defensive Driving
- Pre-Trip Inspections
- Luggage Handling
- Trip Logs
- Two-Way Radio
- Cash Handling
- Attention to Detail
- Punctuality

EDUCATION

High School Diploma

05/2022

Carl Hayden Community High School

Phoenix, AZ

CERTIFICATES

Defensive Driving Course

08/2024

National Safety Council

CPR and First Aid

01/2026

American Red Cross

SUMMARY

Shuttle driver with 2 years moving airport parking guests in 14-passenger vans, averaging 160 riders a shift with no accidents. Known for customer service, safe driving and attention to detail on pre-trip inspections and luggage handling, and for staying courteous with tired travelers on 4 a.m. runs.

EXPERIENCE

Shuttle Driver 09/2024 - Present

Desert Sky Park & Fly Phoenix, AZ

Off-airport parking lot with 2,400 spaces and 24-hour shuttle service.

- Drive a 14-passenger shuttle on a 6-mile loop to 4 terminals, carrying about **160** guests per shift.
- Handle luggage for each traveler, lifting bags up to 50 pounds and securing them before departure.
- Achieve 10-minute departures at peak hours, keeping guest wait under 8 minutes and a 4.9 of 5 guest rating.
- Complete post-trip checks at the end of each shift and record fuel, mileage and any defects in daily trip logs.

Valet Attendant 05/2023 - 08/2024

Saguaro Point Resort Scottsdale, AZ

Valet stand at a 300-room resort with an events center.

- Parked and retrieved up to **200** guest vehicles a night without a single damage claim.
- Processed valet tickets and card payments totaling about $3,500 a week with balanced drawers.
- Guided arriving guests to check-in, dining and event spaces during weddings of 250+ people.
- Coordinated car pickups with the bell desk by two-way radio during busy checkouts.