Derrick Sullivan

Tow Truck Driver

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SUMMARY

Tow truck driver with 4 years of experience in flatbed towing and wheel-lift towing for motor clubs, police rotation and private property accounts across Hillsborough County. Handles 10-15 calls a shift, from basic roadside assistance to accident recovery, with safe driving skills and calm customer service on the roadside. Holds WreckMaster 4/5 and TRAA Level 1 certifications.

SKILLS

- **Flatbed Towing**
- **Wheel-Lift Towing**
- **Basic Roadside Assistance**
- **Accident Recovery**
- **Winching**
- **Safe Driving Skills**
- **Digital Tow Tickets**
- **Customer Service**
- **Problem-Solving Skills**
- **Professionalism**

EXPERIENCE

Tow Truck Driver 01/2023 - Present

Bay Area Towing & Recovery Tampa, FL

Operator for a 22-truck towing company covering motor club, police rotation and dealer accounts.

- Respond to **10-15** calls a shift in a flatbed rollback, averaging a 28-minute arrival time across Tampa.
- Perform basic roadside assistance, including jump starts, lockouts, tire changes and fuel delivery, for 200+ motorists a month.
- Conduct winching and accident recovery on police rotation calls, clearing most crash lanes within 30 minutes.
- Document vehicle condition with photos and digital tow tickets, keeping damage claims to 1 in 2,000+ tows.

Roadside Assistance Technician 03/2021 - 12/2022

Sunshine Motor Club Services Clearwater, FL

Service van technician answering motor club calls across Pinellas County.

- Completed 12-18 service calls a day for dead batteries, lockouts and flat tires.
- Diagnosed battery and starter failures with a multimeter, using problem-solving skills to fix 70% of calls without a tow.
- Earned a 4.8/5 average rating on 1,500+ motor club customer surveys.
- Stocked the service van with batteries, fuel and tools before every shift so no call was turned away.

Lot Porter 06/2019 - 02/2021

Gulf Coast Auto Auction Tampa, FL

Vehicle handling role at a weekly dealer auto auction.

- Drove and staged 80+ vehicles a day through auction lanes and storage rows.
- Checked fluids, tires and batteries on incoming units and flagged non-runners for transport.
- Loaded cars onto car-hauler trailers with spotters, with zero damage reports in 20 months.

EDUCATION

High School Diploma
Hillsborough High School
Tampa, FL
05/2019

CERTIFICATES

WreckMaster 4/5 Certification 06/2023
WreckMaster

National Driver Certification, Level 1 03/2023
Towing and Recovery Association of America (TRAA)

Traffic Incident Management Training 09/2023
Federal Highway Administration