

EBONY JACKSON

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Professional Summary

Professional and reliable transportation leader with proven track record in strong sense of responsibility and excellent organizational skills. Proficient in route planning, safety protocols, and performance optimization. Known for effective communication, adaptability, and results-driven approach. Consistently fosters collaborative environment to meet and exceed operational goals.

Skills

- Excellent Customer Service
- Analytical problem solver
- Safe driving practices
- Exceptional communication skills
- Attentive to detail
- Motivational techniques
- Microsoft office and outlook proficiency
- Consistent adherence to safety rules and procedures
- Adaptable and/or flexible
- Proactive and resourceful
- Excellent office management skills
- Route Driving
- Personal development

Work History

CDL Bus Driver 12/2024- Current

Greyhound- Mobile, AL

- Ensured passenger safety by adhering to traffic laws and regulations.
- Conducted pre-trip inspections to guarantee bus operational readiness.
- Improved route efficiency with strategic planning and time management.
- Enhanced communication with passengers, offering clear information and assistance.
- Developed familiarity with routes to improve service efficiency.

Shuttle Bus Driver, 01/2023 – 01/2025

University of South Alabama – Mobile, AL

- Adhered to local traffic regulations while operating shuttle buses in various weather conditions for maximum safety.
- Increased safety awareness with thorough pre-trip inspections and routine maintenance checks.
- Drove bus to safely transport passengers over scheduled routes and authorized stops.

- Facilitated prompt pick-ups and drop-offs by accurately planning routes based on passenger requirements or event schedules.
- Fueled and performed pre-trip and post-trip inspections to support safe operating condition of vehicle.
- Handled challenging situations calmly and professionally, resolving conflicts when necessary to maintain a peaceful atmosphere on the bus.
- Enhanced passenger satisfaction by providing friendly and efficient service during shuttle bus rides.

Customer Service Representative, 07/2021-01/2023

Alorica – Mobile, AL

- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.

Transit Bus Driver, 06/2017 – 06/2020

The Wave Transit System- Mobile, AL

- Class B CDL Fixed route driver
- Adhered to traffic laws while navigating various road conditions, contributing to an excellent safety record for the company.
- Drove bus to safely transport passengers over scheduled routes and authorized stops.
- Contributed to a decrease in route delays by effectively communicating with dispatchers and following schedule adjustments.
- Provided passenger assistance, collected fares and offered schedule and route information.

Certified Nurse Assistant, 10/2012 – 08/2017

Springhill Memorial Hospital- Mobile, AL

- Assessed and monitored vital signs, collected lab samples, provided pre-and post-operative care
- Assisted patients with daily living activities including bathing, grooming, and medication consumption
- Reduced fall incidents by implementing safety measures like bed alarms and proper positioning

techniques.

- Prevented pressure ulcers development through frequent turning, repositioning of patients, and diligent skin assessments.
- Utilized therapeutic communication, empathy and active listening skills to encourage and develop positive relationships with patients.

Certified Nurse Assistant, 08/2007 – 10/2012

Bay Nursing Inc. – Mobile, Al

- Provided high-quality personal care services such as bathing, grooming, dressing, and feeding to ensure patient dignity.
- Assisted patients with daily living activities for enhanced comfort and wellbeing.
- Collaborated with healthcare teams to develop individualized care plans, enhancing patient outcomes.
- Maintained clean and safe environment, reducing risk of infections and promoting health.
- Administered medication under supervision of nursing staff, contributing to effective treatment plans.

Education

Associate of Medical Billing and Coding: 2009

Remington College: Mobile, AL

High School Diploma: 1999

McIntosh High School – McIntosh, Al