


# Carlos Robert Espinoza

Manager / Administrator

## CONTACT

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 Clayton, NC 27527

 carlospinoza.net



## EDUCATION

B.A., Psychology  
Central Connecticut State  
University  
Psi Chi, National honorary  
society in Psychology

Graduate course work in  
qualitative research and  
program evaluation  
University of North Carolina  
at Chapel Hill

## ACCOMPLISHED

Fleetwide project  
upgrading credit card  
processing system to  
chip/contactless.  
2017

Principal writer of winning  
Taxi Concession Proposal.  
2016

Completed project with  
RDU GIS to determine  
monthly taxi destinations.  
2014

Increased company  
revenues by 20%.  
2013-2015

## SUMMARY OF QUALIFICATIONS

Experienced manager has created and fine-tuned company operations, by evaluating and recalibrating worker responsibilities, streamlining policies and procedures, identifying revenue generating opportunities, and maintaining regulatory and contractual obligations. Recognized for outstanding customer service and annual training production and delivery.

## EXPERIENCE

Amazon.com, Inc. (2020-Present)

FC Associate 1 (November 4, 2020 to Present)

Consistently top performer for quality in Pick process path. Provided AA coaching in First Pass Yield (FPY) to correct process defects. As needed, conducted Amnesty (FOO) and takt time audits, maintained staffing/headcount targets, provided tote runner/water spider duties, located tote dwells, performed Learning Ambassador cross training and retraining, and responded to safety andons.

Transportation General, Inc. (2004-2020)

General Manager, RDU Taxi, Inc. (February 10, 2013 to May 16, 2020)

Responsible for the implementation of the Taxicab Stand Manager Concession Contract between the Raleigh-Durham Airport Authority and RDU Taxi, Inc.

- Supervision of 133 independent contractor drivers and 16 professional staff
- Interviewing, vetting, contracting/hiring and terminating of drivers and staff
- Development of staff performance guidelines and appraisals
- Development and delivery of annual driver training
- Responded to and resolved passenger complaints by phone and in writing.

Operations: Responsible for company operations from set up of offices, computers, and telecom services to projecting staffing, purchasing uniforms, and refinement of accounting procedures. Worked with printing companies, taximeter technicians, credit card device vendors, call center management and RDU Airport staff.

Human Resources: Recruited, interviewed, hired, and trained a 16-member staff, including cashiers, taxi booth operators, and an assistant manager. Reviewed and approved weekly payroll and conducted performance appraisals.

Budgetary Responsibilities: Managed the collection of payments made to the company by drivers; including credit card reconciliation, charges for RDU background checks, redemption of vouchers, and resolution of charging disputes.

Reporting Responsibilities: Prepared daily and monthly reports, including trip counts, destination counts, and trend analysis. Used data analysis to determine times of greatest passenger demand. Reported monthly DBE driver revenue. Developed systems to track outsourced work.

Technology Services: Worked extensively with Microsoft applications including, Word, Excel, PowerPoint, and Access. Set up and service of dispatch software, PCI complaint credit card processing machines, 508c software upgrades, and taxi meter calibration. Applied coordinate data to determine routes, derive destination data, and establish accident times and location.

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### ACCOMPLISHED

Wrote the updated Driver Handbook for new drivers.  
2010-2012

Licensed by State of Virginia as Driver Improvement Clinic Instructor.  
2010

Wrote curriculum for classes in map reading.  
2010

Delivered training for DOT contracted drivers.  
Administered random and post-accident DOT drug testing.  
2010

Coordinated transportation for National Federation of the Blind, local chapters.  
2005-2012

Evaluation of the Virtual High School Consortium.  
1997-2002

Completed the Marine Corp Marathon on October 24, 1999.

### EXPERIENCE CONTINUED

Transportation General, Inc. (2004-2020) continued

Training Manager, Murphy Brothers, Inc. (February 14, 2010 to February 9, 2013)

Responsible for the development and delivery of training across five taxi fleets in Transportation General's Northern Virginia companies.

- Supervised 402 independent contractor drivers from Fairfax and Loudoun County taxi fleets as part of a four-person management team
- Supervised cashiers and resolved cashing problems, such as correcting entry errors and maintaining adequate supply of cash
- Coordinated screening and testing of driver applicants
- Worked with Fairfax County staff to evaluate, prepare, and schedule new applicants for Fairfax County driver tests
- Developed and delivered training in map reading, new driver orientation, accident investigations, and wheelchair securement procedures
- As a Virginia-certified instructor, conducted monthly defensive driving course, a requirement for drivers seeking to improve skills and remove points from their records
- Responded to passenger complaints by phone and in writing and resolved passenger grievances
- Conducted regular inspection of vehicles and collected daily trip data
- Processed daily and weekly monetary reports

Independent Contractor (April 19, 2004 to February 13, 2010)

- Operated leased Fairfax Yellow Cab for-hire vehicle and grew a business to more than 200 regular passenger clients.
- Rewrote the new driver handbook, parts of which are still in use today.
- Provided classroom training for new drivers in Fairfax Yellow Cab, Fairfax Red Top, and Loudoun Yellow Cab.
- Served as accident investigator for fleets operating under Transportation General, Inc. and provided detailed reports and photos of accidents.

### OTHER PROFESSIONAL EXPERIENCE

2003 - 2004: Independent Business Consultant

1997 - 2003: Policy Analyst, SRI International, Policy Division in Arlington, VA

1995 - 1997: Project Associate, Council of Chief State School Officers, Washington, DC

1993 - 1995: Research Associate, Urban Youth Initiative, Center for Early Adolescence, University of North Carolina at Chapel Hill

Curriculum Vitae available at: <http://carlosespinoza.net/cv>