

Lais Martins Pires de Campos

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Professional Summary

Delivery and logistics professional with over 7 years of experience in food delivery, shopping services, and route management. Strong customer service skills, efficient time management, and the ability to plan optimized routes. Lived more than 20 years in the United States and recently returned to Brazil. Fluent in English and Portuguese. Fast learner, adaptable, and able to work independently while maintaining excellent customer satisfaction.

Work Experience**Brazilian Touch Cleaning Services — Residential Cleaner & Client Liaison**

2013 – 2023

Performed residential and deep cleaning services with attention to detail.
Drove to clients' homes daily, managing routes and schedules.
Communicated directly with clients for appointments and special requests.
Maintained long-term client relationships through excellent service.
Managed cleaning supplies and ensured consistent quality standards.

Instacart — Shopper & Delivery Driver

2018 – 2024

Selected and separated grocery items with accuracy.
Communicated with customers regarding substitutions and confirmations.
Managed multiple orders at the same time.
Optimized routes to ensure timely deliveries.
Maintained high ratings through excellent service.

Uber Eats — Delivery Driver

2016 – 2024

Delivered food quickly and safely.
Used GPS to select efficient delivery routes.
Ensured proper handling of food orders during transport.
Provided consistent, high-quality customer service.

DoorDash — Delivery Driver

2018 – 2024

Picked up and delivered meals from various restaurants.
Ensured punctual deliveries.
Kept communication with customers about order status.
Maintained strong performance and positive ratings.

NAPA Auto Parts — Logistics & Delivery Assistant

2024 – 2025

Delivered auto parts to shops and customers.
Picked up returns and warranty parts.
Assisted with inventory organization.
Prepared and shipped orders with accuracy.

Skills

Multitasking and time management.

Customer service and communication.
Route planning and navigation.
Use of delivery apps and mobile technology.
Ability to work independently.

Education
High School Diploma