JULIAN MERCER

RIDESHARE DRIVER

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PROFESSIONAL SUMMARY

Rideshare Driver with 6+ years of full-time driving in San Francisco, holding a 4.95 rider rating across more than 9,000 trips. Plans routes around traffic and events, keeps a clean vehicle, and handles late-night and airport trips safely. Previously a taxi driver with strong knowledge of Bay Area streets and customer service.

PROFESSIONAL EXPERIENCE

Rideshare Driver Jan 2022 - Present
Uber, San Francisco, CA

- Complete about 35 trips a week and maintain a 4.95 rider rating by greeting riders, confirming destinations, and keeping the vehicle clean.
- Reached Uber Pro Diamond status by holding acceptance and cancellation rates within program targets.
- Increase hourly earnings by around 15% by positioning near airport and event demand and avoiding slow zones.
- Handle airport pickups at SFO under queue and curb rules, with zero citations in the past two years.
- Track mileage, fuel, and maintenance in a spreadsheet to understand true profit per hour and plan service intervals.
- Keep records of oil changes, tire rotations, and brake checks and schedule service during slow mid-morning hours to avoid lost earnings.
- Respond to rider safety needs by choosing well-lit pickup points, confirming rider names before departure, and sharing trip status when asked.

Rideshare Driver Mar 2020 - Dec 2021
Lyft, San Francisco, CA

- Drove more than 3,500 trips during and after pandemic restrictions and followed sanitation and mask protocols.
- Helped riders with luggage, mobility needs, and accessibility requests and received frequent positive comments on service.
- Managed evening and late-night shifts by choosing safer pickup zones and sharing trip status with riders when requested.
- Resolved lost-item reports by returning belongings directly or leaving them with the support team the same day.
- Maintained a vehicle inspection checklist for the app's safety requirements and passed every annual check on the first attempt.

Taxi Driver Aug 2017 - Feb 2020
Yellow Cab Cooperative, San Francisco, CA

- Drove cab shifts across the city, learning shortcuts that reduced trip times during rush hour by several minutes.
- Operated the meter and card reader accurately, and logged each shift's fares for the cooperative's records.
- Served hotel and airport customers who needed reliable service, building a base of repeat private call-ins.
- Completed city taxi driver training and maintained a zero-complaint record in the final year of service.

CORE SKILLS

Route planning | Defensive driving | Customer service | Airport and event pickups | GPS and navigation apps | Vehicle upkeep | Trip and earnings tracking | Late-night driving safety | Accessibility assistance | Conflict de-escalation | Time management | Cash and card handling | Local street knowledge

EDUCATION

Associate of Arts in Business, City College of San Francisco, San Francisco, CA

CERTIFICATIONS

Defensive Driving Course, National Safety Council | CPR and First Aid, American Red Cross