EMILY JOHNSON

Associate Package Handler

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SKILLS

- **Package Handling**
- **Time Management**
- **Teamwork**
- **Quality Control**
- **Safety Protocols**
- **Customer Service**

EDUCATION

Bachelor's Degree

New York University

2015 - 2019

New York, NY

Logistics and Supply Chain Management

GPA: 3.5

CERTIFICATES

OSHA 10-Hour General Industry

OSHA

2020

Completed OSHA certification program, demonstrating knowledge of safety protocols and regulations

LANGUAGES

English

Native

Spanish

Intermediate

SUMMARY

Detail-oriented Associate Package Handler with 5+ years sorting 250+ packages per hour at UPS and FedEx with a 99.9% scan accuracy rate. OSHA 10-certified with hands-on pallet jack operation experience. Drove a 25% team efficiency gain and a 15% reduction in package handling errors through targeted process improvements.

EXPERIENCE

Associate Package Handler

UPS — Jan 2020 – Present — Woodside, NY

Sort, scan, and load parcels weighing up to 70 lbs at a high-throughput hub processing 60,000+ packages per shift.

- Sorted and scanned 250+ packages per hour with a 99.9% accuracy rate on automated sort belts
- Operated powered pallet jack to move floor-loaded freight, staging 200+ pallets per week without incident
- Collaborated with an 8-person sort team to raise overall team efficiency by 25% in the first year
- Implemented a double-check labeling routine that cut handling errors by 15% across the sort aisle

Package Handler

FedEx — Jun 2018 – Dec 2019 — Newark, NJ

Processed Ground and Home Delivery parcels on induction and load lines at a regional sort hub.

- Sorted and scanned 200+ packages per hour with a 99.5% accuracy rate during peak holiday volume
- Mentored 3 new hires, reducing their ramp-to-productivity period by 90%
- Participated in quarterly quality control audits, contributing to a 10% uplift in overall package quality scores

HOBBIES

Volunteering