Kenji Watanabe

Delivery Specialist

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SUMMARY

Delivery specialist with 1.5 years of appliance delivery and installation for a home appliance retailer. Completes 8-10 deliveries a day with installs and haul-away, practices safe driving and load securing on every run, and gives professional customer service even when a job runs into problems.

EDUCATION

High School Diploma 05/2023

Lincoln-West High School Cleveland, OH

EXPERIENCE

Delivery Specialist 05/2025 - Present

Lakeside Appliance and Mattress Cleveland, OH

Regional appliance and mattress retailer with 7 stores and in-home delivery.

- Deliver and install **8-10** appliances a day, including washers, ranges and dishwashers.
- Complete a work order review of model numbers and accessories before loading, holding delivery accuracy at 99.6%.
- Test water, gas and power connections after each install and walk customers through first use.
- Handle haul-away and disposal of old units under local rules, about 30 units a week.
- Solve install problems on site, such as tight doorways or missing valves, avoiding 15 return trips a month.

Warehouse Associate 08/2024 - 04/2025

Cuyahoga Home Center Parma, OH

Home improvement store warehouse and will-call desk.

- Received and scanned 3 truckloads a week with a handheld scanner into inventory.
- Loaded customer pickups of appliances and lumber, serving 50+ customers a shift.
- Staged next-day delivery orders by route and checked them against pick lists.

SKILLS

Appliance Installation • **Delivery Accuracy** • **Work Order Review** • **Haul-Away and Disposal** **Handheld Scanner** • **Load Securing** • **Customer Service** • **Safe Driving** • **Attention to Detail** **Problem-Solving**

CERTIFICATES

Ohio Class D Driver License, Clean Driving Record

Ohio BMV

06/2023

EPA Section 608 Type I Certification

ESCO Institute

02/2026