DANIELA MORALES

Package Handler Assistant

Reliable Package Handler Assistant with 4+ years processing 500 packages per day at UPS and FedEx with a consistent 95%+ on-time delivery rate. OSHA 10-certified with hands-on experience using handheld scanners and pallet jacks. Reduced onboarding time for new hires by 40% by developing a peer-training checklist. Strong team collaborator with a track record of 99% inventory accuracy.

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Maspeth, NY

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EXPERIENCE

Package Handler Assistant

Jan 2020 – Aug 2022

UPS

Maspeth, NY

Assisted lead handlers in sorting, scanning, and staging 500 parcels per day at a mid-volume UPS hub.

- Processed 500 packages per day using handheld scanners, reducing misscan errors by 30% within 90 days
- Maintained a 95% on-time staging rate that contributed to the hub's quarterly on-time delivery goal
- Developed a 10-step peer-training checklist that cut new-employee onboarding time by 40%
- Operated pallet jack to move 1,200-lb pallets, handling loads up to 70 lbs per package with zero injuries

Warehouse Assistant

Jun 2018 – Dec 2019

FedEx

Los Angeles, CA

Supported inbound and outbound dock operations at a FedEx Ground station.

- Kept warehouse accident rate 20% below facility average by enforcing daily safety walkthroughs
- Processed inbound shipments 15% faster than previous quarter after reorganizing receiving dock layout
- Achieved 90% customer-satisfaction score on post-delivery surveys through accurate label verification
- Maintained 99% inventory accuracy rate during quarterly cycle counts across 4,000 SKUs

PROJECTS

Package Tracking System

Mar 2020 - Jun 2020

Project Assistant

Developed and implemented a package tracking system, resulting in a 40% reduction in package loss and a 25% increase in customer satisfaction

Python SQL HTML

SKILLS

Package Handling

Customer Service

Warehouse Management

Time Management

Teamwork

EDUCATION

Bachelor's

Jun 2018

University of California

Los Angeles, USA

Business Administration

GPA: 3.5

LANGUAGES

English ●●●●●

Spanish ●●●○○

CERTIFICATES

OSHA 10-Hour General Industry

Jan 2020

OSHA

Certified in OSHA 10-hour general industry safety standards including hazard recognition and emergency procedures