CARLOS REYES

// Package Handler – Fragile Handling

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> SUMMARY

Expert Package Handler specializing in fragile and breakables-flagged parcels with 6+ years at UPS and FedEx. Reduced damage claims by 25% through improved handling protocols and staff training. Sustained a 99.5% damage-free rate across 500 packages per day. OSHA 10-certified and IATA fragile-handling certified with a clean 3-year incident record.

> SKILLS

Package Handling | Fragile Handling | Logistics Management | Communication | Time Management | Team Collaboration

> EXPERIENCE

Package Handler – Fragile Handling

UPS

Jan 2020 – Present Maspeth, NY

Process 500 fragile-flagged parcels per day on a dedicated breakables line using padded conveyor systems and foam-insert re-packaging.

- Maintained a 99.5% damage-free rate across 500 fragile packages per day, contributing to a 15% improvement in customer-satisfaction scores
- Designed and implemented standardized re-packaging procedures for breakables that cut damage claims by 25% within 6 months
- Conducted 6-hour fragile-handling training sessions for 8 new hires, achieving 97% SOP compliance on first assessment
- Monitored fragile-handling metrics on a daily dashboard and surfaced 3 root-cause improvements that reduced misroute rate by 12%

Fragile Handling Specialist

FedEx

Jun 2018 – Dec 2019 Los Angeles, CA

Managed fragile-item exception workflow for a high-volume FedEx Ground station processing 8,000 packages per day.

- Developed and rolled out standardized procedures for fragile-parcel handling, adopted station-wide within 30 days
- Conducted monthly training refreshers that maintained a facility damage-claim rate 20% below the district average
- Monitored 15 handler performance metrics bi-weekly, identifying and resolving process gaps that reduced repack labor by 10%

> EDUCATION

Bachelor's

University of California

2015 - 2019 Los Angeles, USA

Logistics and Supply Chain Management · GPA: 3.5

> CERTIFICATES

OSHA 10-Hour General Industry

OSHA · 2020

Certified in hazard recognition, PPE, and emergency action procedures

IATA Fragile Cargo Handling

International Air Transport Association · 2019

Certification in fragile-cargo handling standards per IATA Special Cargo regulations