MARCUS THOMPSON

PACKAGE HANDLER LEAD

CONTACT

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SUMMARY

High-performing Package Handler Lead with 7+ years at UPS and FedEx directing sort-aisle teams of 10+ handlers. Delivered a 25% productivity gain and 30% error reduction through data-driven process changes. OSHA 10-certified and forklift-licensed with a spotless safety record. Skilled at translating management directives into measurable floor-level results.

EDUCATION

Chicago City Colleges

Chicago, IL

Associate of Applied Science in Logistics

Jan 2015 - Dec 2017

Logistics · GPA: 3.5

LANGUAGES

English ●●●●●

Spanish ●●●○○

CERTIFICATES

OSHA 10-Hour General Industry

Jun 2018

OSHA

OSHA 10-hour safety certification covering hazard identification, lockout/tagout, and PPE requirements

Forklift/Powered Industrial Truck Operator

Jan 2020

UPS Safety Office

Certified forklift operator for sit-down counterbalance and pallet jack equipment per OSHA 29 CFR 1910.178

EXPERIENCE

UPS Atlanta, GA

Package Handler Lead — Jan 2020 – Present

Lead a 10-handler sort team on the outbound belt at a UPS hub processing 80,000 packages per shift.

- Supervised 10 package handlers across 3 belt-line positions, sustaining 400+ packages/hour per associate with a 99.6% accuracy rate
- Analyzed package-flow metrics weekly and implemented two process changes that raised team productivity by 25% in 6 months
- Partnered with operations management to redesign the load-door assignment process, cutting error rate by 30%
- Operated sit-down forklift to position floor-loaded pallets, handling up to 2,500-lb loads with zero incidents

FedEx Atlanta, GA

Package Handler — Jun 2018 – Dec 2019

Sorted, scanned, and loaded Ground and Express parcels on induction and load positions.

- Sorted and loaded packages onto trucks, sustaining a 95% on-time departure rate for a fleet of 18 vehicles
- Operated handheld barcode scanner to track 300+ packages per shift with zero unreconciled variances
- Contributed to team effort that raised shift-level on-time delivery from 91% to 95% over two quarters

PROJECTS

Lead

Package Handling Process Improvement — Mar 2020 - Jun 2020

Package Handling Process Improvement Project

Package scanning equipment • Microsoft Excel

SKILLS

Package Handling • Team Management • Time Management • Communication

Problem Solving