JAMES WATKINS

Package Handler Supervisor

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Louisville, KY
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SKILLS

Leadership • Communication
Problem-Solving • Time Management
Package Handling Software • MS Office

LANGUAGES

English
Spanish

EDUCATION

Bachelor's 2010 - 2014
University of California, Los Angeles
Los Angeles, CA
Business Administration GPA: 3.2

SUMMARY

Results-driven Package Handler Supervisor with 8+ years at UPS overseeing sort operations processing 70,000+ packages per shift. Led a 10-person team to a 20% productivity increase and 15% reduction in damage claims. OSHA 10-certified with forklift endorsement and a zero-recordable-incident record for 4 consecutive years. Skilled at data-driven root-cause analysis and employee development.

EXPERIENCE

Package Handler Supervisor
Jan 2018 – Present

UPS Louisville, KY

Supervise a 10-person sort team processing 70,000+ parcels per shift at the Worldport-adjacent hub, the highest-volume air-sort facility in North America.

- Directed daily sort operations for a 10-handler team, achieving a 20% throughput increase within 12 months through staggered break scheduling and cross-training
- Reduced package damage claims by 15% by implementing a load-quality audit checklist used across all 6 load doors
- Developed a 4-week onboarding curriculum that cut new-hire ramp-to-productivity time by 25%
- Analyzed daily missort and injury data in Tableau; presented weekly trend reports to operations manager, driving a 30% reduction in missort rate over 6 months
- Maintained a zero-recordable-incident safety record for 4 consecutive years across a team averaging 1,600 hours/month

Package Handler
Jun 2015 – Dec 2017

FedEx Memphis, TN

Processed Express and Ground parcels on sort belts and load lines at the FedEx World Hub.

- Scanned and sorted 250 packages per hour on belt-line induction, meeting productivity standards 100% of shifts
- Reduced load-area accidents by 20% by spearheading daily stretch-and-flex routines for the dock crew
- Provided excellent customer-escalation handling, resolving 95% of inquiries on first contact
- Used FedEx SNAP software to reconcile end-of-shift manifests with zero discrepancy for 18 consecutive months

CERTIFICATES

OSHA 10-Hour General Industry
2016

OSHA

OSHA 10-hour certification covering hazard recognition, PPE, and emergency action procedures

Forklift/Powered Industrial Truck Operator
2019

UPS Safety & Compliance

Certified forklift operator per OSHA 29 CFR 1910.178, including sit-down counterbalance and reach truck