DAVID A. NGUYEN

Package Handler

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SUMMARY

Dedicated Package Handler with 7+ years at USPS and FedEx processing 500+ packages per hour with a 99.9% accuracy rate. OSHA 10-certified and forklift-licensed with a zero-incident safety record across 3 consecutive years. Proven team collaborator who drove a 25% efficiency gain through process improvements.

EXPERIENCE

Package Handler

USPS

Jan 2018 – Present Jamaica, NY

Sort and process inbound and outbound parcels at a high-volume Priority Mail processing center handling 80,000+ pieces daily.

- Sorted and processed 500+ packages per hour on automated belt lines, maintaining a 99.9% scan accuracy rate
- Loaded and unloaded trailers weighing up to 70 lbs per package for an average shift volume of 3,200 parcels
- Collaborated with a 12-person sort team to cut missort rate from 1.2% to 0.4% in 6 months
- Operated pallet jack and hand truck to stage outbound loads, reducing dock-to-truck time by 18%
- Maintained a zero-incident safety record for 3 consecutive years across 1,800+ working hours

Package Handler

FedEx

Jun 2015 – Dec 2017 Newark, NJ

Processed Ground and Express parcels at a major regional sort hub serving 14 counties.

- Handled 300+ packages per hour on induction belts, achieving a 99.5% label-scan accuracy rate
- Reduced co-worker onboarding time by 50% by serving as informal trainer for 6 new hires
- Participated in kaizen event that raised nightly sort throughput by 15% without additional headcount
- Used WMS handheld scanner to reconcile end-of-shift manifests with zero variance for 18 straight months

PROJECTS

Package Handling Efficiency Project

Team Lead

Jan 2020 - Jun 2020

Collaborated with a team to develop and implement a new package handling process, resulting in a 20% increase in efficiency

Handheld scanners • **Warehouse management software**

SKILLS

- Package Handling
- Customer Service
- Team Collaboration
- Time Management
- Problem Solving

LANGUAGES

English ●●●●●

Spanish ●●●○○

EDUCATION

Bachelor's Degree

New York University

Sep 2010 - May 2014 New York, NY

Business Administration • GPA: 3.2

CERTIFICATES

OSHA 10-Hour General Industry

OSHA • Mar 2016

Completed OSHA 10-hour safety certification covering hazard recognition and workplace safety standards

Powered Industrial Truck (Pallet Jack) Operator

USPS Safety Office • Jan 2018

Certified operator for powered pallet jacks per OSHA 29 CFR 1910.178

STRENGTHS

Attention to Detail

Proven ability to accurately handle and process packages, with a high attention to detail

Teamwork

Excellent team player with experience collaborating with team members to achieve common goals