David Chen

Senior Package Handler

College Park, MD • (555) 782-0154 • david.chen@gmail.com
linkedin.com/in/davidchen

SUMMARY

Senior Package Handler with 10+ years at UPS and FedEx processing 500+ packages per hour and leading sort teams up to 10 people. OSHA 10-certified with forklift endorsement and a clean 5-year safety record. Drove a 25% productivity increase, 15% error reduction, and 30% decrease in workplace injuries through operational improvements and mentoring.

SKILLS

Package Handling | Leadership | Time Management | Customer Service | Team Collaboration | Logistics and Supply Chain Management | Equipment Operation | Safety Procedures

EXPERIENCE

Senior Package Handler

UPS

Jan 2018 – Present College Park, MD

Lead inbound sort operations at a high-volume hub processing 90,000+ packages per night shift.

- Supervised 10 package handlers on the primary sort belt, sustaining 500+ packages per hour with a 99.7% accuracy rate
- Identified workflow bottlenecks through time-motion studies, yielding a 25% throughput increase and 10% cut in processing time
- Mentored 8 junior handlers on scanning protocols and safe-lifting techniques, reducing equipment downtime by 20%
- Led safety audits and monthly toolbox talks that drove a 30% drop in workplace accidents and a 25% reduction in workers' compensation claims over 3 years
- Raised customer satisfaction scores by 5 points by resolving damage-related exceptions before they reached dispatch

Package Handler

FedEx

Jun 2015 – Dec 2017 Landover, MD

Sorted and loaded FedEx Ground and Express parcels on multiple belt-line positions at a mid-Atlantic distribution hub.

- Sorted and processed 500 packages per hour, meeting or exceeding productivity targets 95% of shifts
- Reduced customer complaints by 10% by coordinating with the customer service desk to resolve scanning exceptions same-shift
- Completed all required DOT safety and HazMat awareness training annually with perfect assessment scores

EDUCATION

Bachelor's Degree

University of California, Los Angeles

Jun 2015 Los Angeles, CA

Logistics and Supply Chain Management · GPA: 3.5