

Industry-Specific Resume

(Emphasizing skills and experience related to the transportation, logistics and distribution sector)

Riley Cook

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Professional Summary

Four years of safe and successful experience in the transportation, logistics and distribution field. A reliable and results-oriented material handler who pursues safety, quality, and productivity. Equally effective working alone or in a team. Comfortable using warehouse-specific technology, and able to quickly master new skills and procedures.

Professional Experience

Material Handler, Central Logistics, Inc., Hackensack, NJ

June 20xx – May 20xx

- Loaded and unloaded delivery trucks, trailers, and containers, verifying shipments against paperwork and electronic invoices and checking for damage
- Utilized forklift trucks, hand trucks, and electric and manual pallet jacks to safely and efficiently move materials to and from loading docks, storage shelves, and packaging stations
- Packaged materials for shipment, utilizing bracing and padding material to ensure safe and damage-free delivery
- Maximized safety at all times by strictly complying with all standard operating procedures when operating equipment and handling material, by maintaining a clean, organized and hazard-free work station, and by immediately reporting hazardous conditions.
- Served on departmental quality improvement team that submitted over 20 suggestions that produced over \$90,000 in savings
- Complied with Department of Transportation, U.S. Customs, and OSHA regulations and guidance
- Planned and paced work to meet hourly, daily, and weekly performance goals
- Proficient in Microsoft Office, including Excel, Word and Outlook

Satellite Receiver Installer, GlobalCom Communications, Long Branch, NJ

May 20xx – April 20xx

Installed over 500 residential television satellite receivers, handling all technical aspects of the installation process while providing customers with an efficient and hassle-free service experience.

Customer Service Representative, Atlantic Fulfillment Services, Cape May, NJ

September 20xx – March 20xx

Strengthened customer loyalty by quickly resolving problems and providing accurate answers to questions. Earned a 95% customer satisfaction rating. Trained and coached new call center staff. Employed database software to log information from each call.

Education

Fifteen semester hours in Business, Raritan Valley Community College