





RILEY BURTON

WAREHOUSE ASSOCIATE

CONTACT

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(123) 456-7890 
Pittsburgh, PA 
[LinkedIn](#) 

EDUCATION

High school diploma
Quaker Valley High School
2004 - 2008
Leetsdale, PA

SKILLS

Accuracy
Inventory Management
Organization
Collaborative
Goal Oriented
Quality Assurance

WORK EXPERIENCE

Warehouse Associate

Amazon

2016 - current / Pittsburgh, PA

- Improved inventory record systems, preventing 80% of delays in shipment/distribution
- Coordinated merchandise collection from 3 distribution centers, transporting 15+ 10,000 lb loads to correct shipping bays per day
- Handled order preparation while improving partner relations by assisting in transportation and loading processes
- Proofread all packaging and labeling for accuracy and quality, ensuring 99.5% of customers received the correct products within the expiration date window
- Evaluated 8+ types of machinery for maintenance needs, identifying repair needs and improving lifespan by 15+ years while reducing the instance of shipment delays due to extensive repair needs
- Organized 50+ document types including work orders, bills of lading, shipping orders, and route materials, increasing paperwork efficiency by 25%

Warehouse Associate

Volt

2013 - 2016 / Pittsburgh, PA

- Generated accurate inventory catalogues, decreasing time per item by 12% and improving throughput by 18%
- Maximized processing capacities by 20%, contributing to resale/wholesale item handling
- Upheld company values of customer satisfaction, communicating with customers in a friendly, professional manner and receiving 98% positive reviews
- Collaborated with 150+ warehouse colleagues, providing flexibility to ensure warehouse efficiency and timeliness
- Incurred 0 injuries while lifting 75+ lb packages and containers, eliminating \$120,000+ in company expenses

Call Center Representative

Mai

2011 - 2013 / Pittsburgh, PA

- Outperformed customer satisfaction rating targets by 15%, answering 95% of customer inquires within 2 minutes while maintaining the highest standard of customer service
- De-escalated 50+ high emotion situations with customers or partners by making them feel heard and understood
- Centralized the use company transcripts, providing a cohesive and consistent experience for 100% of customers
- Prioritized urgent inquiries and improved case response time by 9%, reducing the instance of negative customer feedback by 30%