



Lucia Pham

Operations Supervisor

Operations supervisor with 12 years of experience in freight sorting, dock safety, and conveyor belt systems, having raised seasonal team productivity by 14.5% by staggering break windows and cross-training handlers across 3 dock zones. Skilled in Microsoft Excel KPI dashboards, OSHA compliance, RF scanner operations, and load securement, with a record of reducing dropped-package rates across multiple facilities.

Contact Information



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Natchitoches, LA 12345

Education

AGS in General Studies

Northwestern State University,
Natchitoches, LA | 2012 – 2014

Key Skills

- RF Scanner Operations
- Forklift and Pallet Jack Operation
- Conveyor Belt Systems
- Warehouse Management System
- Microsoft Excel
- OSHA Compliance
- DOT Regulations
- KPI Tracking and Reporting
- PPE Enforcement
- Load Securement and Bracing

Professional Experience

OPERATIONS SUPERVISOR | CANE RIVER DISTRIBUTION SERVICES, NATCHITOCHES, LA 2020 – PRESENT

- Raised seasonal team productivity by 14.5% across a 38-person sort crew by staggering break windows and cross-training handlers on 3 dock zones during the November-January peak.
- Decreased the dropped-package rate from 3.7 to 1.1 per 1,000 parcels by adding foam bracing and strapping checkpoints at each conveyor belt transfer point.
- Led daily safety briefings for 4 sort lines, reviewing PPE use and OSHA dock standards and keeping the crew at 97.9 hours between recordable events.
- Built shift-level KPI dashboards in Microsoft Excel that tracked throughput, drop counts, and dock dwell time, cutting report preparation from 40 to 14 minutes per day.

SENIOR PACKAGE HANDLER | BAYOU BEND FREIGHT SOLUTIONS, ALEXANDRIA, LA 2017 – 2020

- Reduced dropped-package incidents from 2.9 to 0.8 per 1,000 units by installing rubber-edged diverter guards on 6 conveyor belt junctions.
- Sorted metals, glass, and plastics into designated recycling containers at the end of each shift, diverting 2,340 lbs of material from landfill over 9 months.
- Carried tools and protective supplies from the equipment cage to loading docks at the start of each shift, completing setup in under 12 minutes for 4 bays.
- Drove seasonal productivity gains of 12.4% during a 6-week holiday surge by coordinating pallet jack rotations and scan-station coverage across 2 dock wings.

PACKAGE HANDLER | RED RIVER PARCEL GROUP, SHREVEPORT, LA 2014 – 2017

- Built weight-balanced stacking plans for outbound trailers and checked each load against the manifest before the doors closed.
- Scanned parcels with an RF scanner to verify routing labels, maintaining a label-match accuracy of 99.91% across 410 packages per shift.
- Returned pallet jacks, hand trucks, and scanning equipment to storage areas after each sort, completing end-of-shift inspections in 11 minutes.