

Leo Pitts

Data Center Dock Associate

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 Cleveland, OH 44114

STRENGTHS

-  **Effective Problem Solver**
Successfully resolve shipment discrepancies, which improves customer satisfaction and trust. Often sought out by peers for quick resolutions.
-  **Proactive Team Player**
Collaborate actively with coworkers, leading initiatives that improve team workflows and output posts routinely.
-  **Safety Advocate**
Consistently implement safety protocols, resulting in a noticeably lower incident rate in the warehouse.
-  **Detail-Oriented**
Conduct thorough quality checks on inbound and outbound freight, minimizing error rates and improving stock accuracy.
-  **Customer-Focused**
Dedicated to providing top-notch customer service making significant impacts on resolving inquiries and complaints.

SKILLS

Inventory Management

Customer Service Quality Control

Material Handling Safety Protocols

Team Collaboration

Critical Thinking

Operational Efficiency

Logistics Coordination

Analytical Skills

Technical Manual Proficiency

Freight Movement

Assembly Techniques

SUMMARY

Logistics professional with over 2 years of experience excelling in inventory management, customer service, and the assembly and installation of electronic components. Proven ability to manage materials efficiently, working collaboratively to meet tight deadlines while ensuring safety and quality standards are upheld. Excellent critical thinking skills enable informed decision-making based on data to optimize operations. Experience operating material handling equipment and implementing best practices for cleanliness and organization. Committed to fostering strong customer relationships and contributing positively to team dynamics to achieve business goals.

EXPERIENCE

Warehouse Associate

ABC Logistics  June 2025 - Present  Columbus, OH

Currently serving as a Warehouse Associate, supporting daily logistics operations through effective inventory management and quality assurance. Facilitate the assembly of electronic components with precise execution, and operate material handling equipment, maintaining compliance with safety regulations.

- Managed inventory levels by executing daily cycle counts, refilling critical spare parts promptly.
- Conducted thorough quality checks on shipments, ensuring accuracy with company benchmarks.
- Collaborated with team members to install electronic components using hand and power tools safely.
- Operated electric pallet jacks and straddle stackers, streamlining shipment processes.
- Advocated for 5S methodology leading to organized and safer workspaces.
- Trained new hires on major operational protocols, reinforcing productivity standards.

Dock Worker

DEF Logistics  January 2024 - May 2025  Akron, OH

Served as a Dock Worker, focusing on loading and unloading freight, inventory processing, and enhancing customer satisfaction through exceptional service. Collaborated effectively within teams to ensure seamless operations while adhering to policies and safety standards.

- Played a key role in loading and unloading freight, emphasizing safe handling of all materials.
- Diligently processed return shipments, improving overall inventory flow during audits.
- Utilized analytical skills to address shipment errors, contributing to enhanced customer relations.
- Communicated with customers effectively, building trust and facilitating operational success.
- Maintained high safety standards within the workspace, aligning with company policies.
- Engaged in teamwork to fulfill operational objectives through communication and collaboration.

LEADERSHIP & AWARDS

- Received Employee of the Month at ABC Logistics for outstanding performance and dedication in June 2026.
- Achieved recognition for mentoring new team members, enhancing their onboarding experience during 2025.

EDUCATION

Associate of Applied Science in Logistics Management

Cleveland Community College  GPA: 3.8  2025  Cleveland, OH

Coursework: Inventory Control, Supply Chain Management, Transportation Logistics, Quality Assurance

CERTIFICATIONS

- OSHA Forklift Operator Certification  2025
- Certified Logistics Associate (CLA)  2025

Process Improvement

Communication Skills

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Warehouse Associate at ABC Logistics (1.2 Years)
- Dock Worker at DEF Logistics (1.3 Years)

TECHNICAL SKILLS

- **Material Handling Equipment:** Forklifts, Electric Pallet Jacks, Straddle Stackers
- **Warehouse Management Systems:** SAP, Oracle WMS, Fishbowl
- **Tools and Equipment:** Hand Tools, Power Tools, Laser Measuring Devices
- **Quality Control Processes:** 5S Methodology, Inventory Audits, Cycle Counts
- **Communication Tools:** Email, Instant Messaging, Team Collaboration Platforms
- **Customer Service Strategies:** Cross-Functional Workshops, Feedback Systems, Customer Relationship Management
- **Health and Safety Standards:** Electrical Safety Protocols, Static Discharge Protocols, OSHA Regulations
- **Logistics Operations:** Inventory Management, Order Fulfillment, Freight Coordination
- **Data Entry Skills:** Inventory Software, Spreadsheets, Database Management
- **Belbin Team Roles:** Shaper, Monitor Evaluator, Teamworker

PROFESSIONAL AFFILIATIONS

- Member of the National Association for Professional Women, engaging in networking events in 2025.
- Participated in local community service projects aimed at improving logistics operations in Cleveland in 2026.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST