

Mikhail Hanson

Shipping Clerk

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STRENGTHS

-  **Organizational Skills**
Efficiently maintained detailed shipping logs, dramatically improving tracking and accountability in logistics.
-  **Customer Service**
Enhanced customer interactions by resolving shipping inquiries quickly, leading to significant increases in satisfaction scores.
-  **Safety Compliance**
Promoted workplace safety by implementing training programs that decreased incident rates substantially across all shifts.
-  **Collaboration**
Fostered effective team collaboration to address logistical challenges seamlessly, constantly promoting group success.
-  **Process Improvement**
Regularly identified inefficiencies in shipping workflows, enacting changes that drove greater productivity and reduced delays.

SKILLS

Logistics Management

Shipping & Receiving Operations

Documentation & Record Keeping

Customer Service

Safety Compliance

Team Collaboration

Order Fulfillment

Inventory Management

Communication Skills

Problem Solving

Time Management

Attention to Detail

Operational Efficiency

SUMMARY

Detail-oriented Shipping Clerk with five years of experience in logistics and warehouse operations within the manufacturing sector. Proven track record ensuring timely, accurate shipping processes while upholding high standards of quality and safety. Strong organizational and communication skills enhance teamwork, enabling cross-functional collaborations to resolve issues swiftly and improve operational efficiency. Thrives in fast-paced environments where attention to detail and adherence to protocols result in seamless product delivery. Seeking an opportunity at Pillow Solutions Inc. to further contribute by applying expertise in logistics and a commitment to excellence.

EXPERIENCE

Shipping Clerk

Pillow Solutions Inc.  March 2022 - Present  Grove City, OH

- Manages shipping operations by overseeing document preparation and processing. Ensures accuracy and timeliness for all shipping activities, creating value within a dynamic manufacturing environment.
- Oversees the shipment process by preparing and processing necessary documents, leading to complete and precise deliveries.
 - Maintains shipping logs that incorporate tracking numbers, increasing transparency and facilitating quick lookups on shipment statuses.
 - Directs loading and unloading operations, providing staff training to adopt safer handling methods, effectively reducing damage incidents.
 - Collaborates with production and warehouse teams to streamline operations, addressing issues swiftly which has resulted in fewer shipment errors over time.
 - Facilitates prompt responses to customer inquiries regarding order status, significantly boosting overall satisfaction ratings.
 - Coordinates scheduled pickups and delivers thoughtfully with carriers, optimizing dispatch timelines and minimizing delays.

Shipping Associate

QuickShip Logistics  January 2020 - February 2022  Dayton, OH

- Supported shipping documentation processes. Focused on enhancing fulfillment accuracy and maintaining inventory integrity within a bustling logistics firm.
- Contributed to enhanced shipping accuracy by assisting in the preparation of documentation, leading to notable improvements in order fulfillment.
 - Kept well-organized shipping zones and ensured availability of packaging supplies, thereby streamlining daily logistics tasks.
 - Engaged actively in loading and unloading processes while adhering strictly to safety policies, positively impacting workplace safety records.
 - Worked closely with teammates to refine communication protocols, resulting in faster resolutions of any shipping discrepancies.
 - Conducted frequent audits of inventory levels to assure shipments were properly planned and executed altogether.
 - Participated in company-led safety trainings, reinforcing compliance and fostering a secure workplace.

Logistics Coordinator

TransLogistics Inc.  June 2018 - December 2019  Cincinnati, OH

- Oversaw essential logistics operations including document management and compliance within a close-knit team specializing in shipment solutions.
- Managed logistics by sustaining schedules for shipping while ensuring strict compliance with required safety regulations.
 - Developed comprehensive shipping documents that facilitated enhanced accuracy and simplified information retrieval.

Cross-Functional Teamwork

Reporting Skills

Process Optimization

- Collaborated with outside partners to manage inquiries concerning shipments, thus improving service outcomes for clients.
- Assisted in onboarding new personnel by covering procedures and emphasizing safety practices pivotal for efficiency.
- Implemented enhancements that increased shipping efficiency considerably, augmenting contributions towards operational objectives.
- Monitored systems for tracking shipments and consistently informed customers about their order statuses, solidifying client relationships.

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Shipping Clerk at Pillow Solutions Inc. (4.4 Years)
- Shipping Associate at QuickShip Logistics (2.1 Years)
- Logistics Coordinator at TransLogistics Inc. (1.5 Years)

LEADERSHIP & AWARDS

- Top Shipping Employee of the Year - 2025
- Safety Excellence Award - 2024

EDUCATION

High School Diploma

Franklin Heights High School 🎓 GPA: 3.8 📅 2016 📍 Columbus, OH

Coursework: N/A

CERTIFICATIONS

- Certified Logistics Associate (CLA) 📅 2026
- Forklift Operator Certification 📅 2026

TECHNICAL SKILLS

- **Shipping Software:** SAP, ShipStation, FedEx Ship Manager
- **Documentation Tools:** Microsoft Word, Google Docs, Dropbox
- **Logistics Technologies:** RFID Systems, Barcode Scanners, Transportation Management Systems
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Inventory Management Systems:** Oracle NetSuite, Zoho Inventory, TradeGecko
- **Workplace Safety Standards:** OSHA Regulations, Hazardous Materials Handling, Safety Protocols
- **Data Tracking:** Excel, SQL, Tableau
- **Project Management Tools:** Trello, Asana, JIRA
- **Warehouse Management:** Lean Methodology, Six Sigma, Continuous Improvement
- **Regulatory Compliance:** ISO Certifications, Customs Regulations, Compliance Audits

PROFESSIONAL AFFILIATIONS

- National Association of Professional Women (NAPW)
- Supply Chain Management Association (SCMA)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST