

Kaia Ortiz

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SUMMARY

Warehouse associate with four years of **foodservice distribution** experience across picking, packing, staging, receiving, inspection, loading, inventory control, and multi temperature operations. Experienced with **electric pallet jacks**, forklifts, RF scanners, **handheld scanners**, **voice directed picking**, warehouse management systems, cycle counts, spot checks, and FEFO procedures. Maintains accurate records, organized work areas, sanitation standards, quality controls, and safe operating practices across dry, cooler, and freezer environments. Resolves discrepancies carefully, troubleshoots routine equipment issues, and communicates clearly with coworkers and supervisors. Reliable performance includes repetitive lifting, extended standing, early morning schedules, weekend coverage, and holiday availability. Ready to contribute steady execution, sound judgment, and careful product handling within a fast paced distribution operation.

EXPERIENCE

Warehouse Associate II

October 2024 - Present

Chesapeake Food Logistics

Frederick, MD

Supports daily foodservice distribution across picking, receiving, staging, loading, **inventory accuracy**, equipment operation, and multi temperature product handling. Works independently within established procedures while coordinating quietly with supervisors and teammates to keep orders accurate and moving.

- Picked foodservice orders with **RF scanners** and voice systems, preserving accuracy during early morning production.
- Received and inspected product in cooler and freezer zones, recording discrepancies before storage.
- Staged and loaded outbound pallets with **electric pallet jacks**, supporting orderly route departures.
- Applied FEFO procedures during **cycle counts**, **spot checks**, and inventory location reviews.
- Operated **forklifts** safely while moving product through dry, cooler, and freezer environments.
- Maintained clean work areas through sanitation routines, equipment checks, and documented safety practices.

Warehouse Associate

September 2022 - September 2024

Potomac Distribution Center

Hagerstown, MD

Handled core warehouse operations for foodservice distribution, including order preparation, receiving, product movement, inventory checks, and shipment staging. Balanced physical work with careful documentation, equipment safety, and steady communication across changing daily priorities.

- Packed customer orders from voice directed tasks, checking labels before final **staging**.
- Used **handheld scanners** and warehouse systems to update product movements and maintain traceable records.
- Completed **cycle counts** and spot checks, researching variances before escalating unresolved discrepancies.
- Loaded delivery pallets with forklifts and **electric pallet jacks** under established safety procedures.
- Inspected incoming cases for condition, quantity, labeling, and appropriate storage temperature.
- Kept aisles organized and workstations sanitary across dry, **cooler**, and **freezer** areas.

Warehouse Operations Assistant

September 2021 - August 2022

Monocacy Fulfillment Services

Frederick, MD

Built foundational warehouse experience through supervised **picking**, receiving, staging, inventory support, equipment operation, and shipment preparation. Developed dependable habits around safe lifting, accurate scanning, product quality, sanitation, and communication with experienced distribution teams.

- Supported **order picking** with **RF scanners**, confirming products and quantities before pallet staging.
- Received cases and compared deliveries against records, flagging visible damage or quantity differences.
- Moved inventory with **electric pallet jacks** after completing required equipment safety checks.
- Assisted forklift operators with organized staging, clear travel paths, and secure pallet placement.
- Recorded cycle count results and followed **FEFO** rotation guidance during replenishment activities.
- Maintained clean areas and followed **sanitation**, quality, and personal safety procedures throughout shifts.

PROJECTS

Multi Temperature Inventory Control 📅 2024

Supported a practical inventory control effort across dry, cooler, and freezer locations. Combined FEFO rotation, cycle counts, spot checks, and scanner records to keep product movement visible and storage areas orderly.

Voice Directed Order Flow 📅 2023

Helped improve daily order flow through voice directed picking, handheld scanning, organized staging, and careful label review. Small checks reduced confusion during busy outbound periods and supported dependable shipment preparation.

LEADERSHIP & AWARDS

- Forklift Safety Recognition, recognized for consistent safe equipment operation and careful product movement during 2026.
- Reliable Operations Recognition, acknowledged for dependable attendance, accurate work, and steady support during demanding warehouse shifts.

EDUCATION

High School Diploma

Frederick High School GPA: 3.0

Coursework: Reading, mathematics, workplace safety, health education

2021
Frederick, MD

CERTIFICATIONS

- Forklift Operator Certification 📅 2026
- Food Handler Certification 📅 2026

TECHNICAL SKILLS

- **Warehouse Systems:** Warehouse management systems, inventory systems, handheld scanners
- **Scanning Tools:** RF scanners, handheld scanners, barcode scanning
- **Picking Systems:** Voice directed picking, order picking, pick verification
- **Material Handling:** Electric pallet jacks, forklifts, pallet movement
- **Inventory Control:** FEFO, cycle counts, spot checks
- **Inbound Operations:** Receiving, inspection, product verification
- **Outbound Operations:** Packing, staging, loading
- **Food Safety:** Food handling, sanitation, quality protocols
- **Storage Environments:** Dry storage, cooler storage, freezer storage
- **Workplace Safety:** Equipment safety, safe lifting, clean work areas
- **Equipment Support:** Mechanical aptitude, routine troubleshooting, equipment checks

SKILLS

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|-----------------|----------------|---------------------|-----------------------------|
| • Order picking | • Inspection | • FEFO | • Forklift operation |
| • Packing | • Loading | • Food safety | • Pallet jack operation |
| • Staging | • RF scanning | • Sanitation | • Equipment troubleshooting |
| • Receiving | • Cycle counts | • Inventory control | |

PROFESSIONAL AFFILIATIONS

- Food Distribution Operations Network, participant focused on safe handling and dependable warehouse practices.
- Workplace Safety Committee, contributor supporting clean work areas, equipment awareness, and practical safety communication.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST