

Dock Attendant

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Dedicated Dock Attendant with five years of experience in dock operations and customer service. Proven ability to manage loading and unloading tasks efficiently while ensuring safety protocols are followed. Strong problem-solving skills and a commitment to maintaining a clean and organized dock environment. Eager to enhance operational efficiency and foster positive relationships with customers and team members.

Dock Attendant

Jan / 2022-Ongoing

Seaside Innovations

📌 Santa Monica, CA

1. Managed dock operations, ensuring the cleanliness and organization of the dock area.
2. Oversaw the safe loading and unloading of vessels, utilizing forklifts and pallet jacks.
3. Conducted regular inventory checks to maintain accurate stock levels.
4. Provided exceptional customer service by addressing inquiries and resolving issues promptly.
5. Maintained accurate records of incoming and outgoing shipments.
6. Assisted in training new dock personnel on operational procedures.
7. Collaborated with team members to optimize dock workflow efficiency.

Dock Attendant

Jan / 2020-Jan / 2022

Silver Lake Enterprises

📌 Seattle, WA

1. Refueled customer watercraft and provided maintenance support for docks.
2. Utilized manual and electric pallet jacks for loading and unloading operations.
3. Ensured donations and materials were processed and stored in designated areas.
4. Resolved customer issues related to dock services and equipment.
5. Implemented safety measures to enhance operational efficiency.
6. Conducted routine inspections of dock equipment and facilities.

Associate of Applied Science in Logistics

Jan / 2018-Jan / 2020

City College

📌 Santa Monica, CA

Focused on logistics management, supply chain operations, and inventory control.

Forklift Operation



Pallet Jack Operation

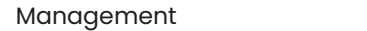


Shipping Coordination



Documentation

Management



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- Improved dock safety by implementing regular equipment checks, reducing incidents by 30%.

- Streamlined inventory processes, resulting in a 25% reduction in discrepancies.

- 👍 Achieved a 95% customer satisfaction rating through effective service and support.