



Ivan McCoy

Logistics Support

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STRENGTHS

- 📦 **Inventory Control**
Reconciled shelf counts with ServiceNow and Excel records. Small discrepancies received careful research before correction.
- 🔍 **Shipment Research**
Traced delayed or mismatched deliveries through carrier records. Clear findings helped service contacts act with confidence.
- 🏢 **Warehouse Execution**
Handled receiving, packing, labeling, and storage for technology equipment. Coworkers relied on steady follow through during busy orders.
- 💬 **Customer Updates**
Shared direct status updates on equipment and deliveries. A calm explanation often helped resolve questions before they escalated.
- ♥️ **Procedure Writing**
Turned recurring warehouse steps into knowledge articles. Teams gained a practical reference for consistent daily work.

SKILLS

Shipping and receiving

Inventory control Order fulfillment

Warehouse operations

Stock management

Record keeping Microsoft Excel

ServiceNow ITSM FedEx shipping

Delivery research

Equipment tracking

Knowledge base writing

SUMMARY

IT **logistics support** professional with four years of experience managing warehouse receiving, shipping, **inventory control**, **order fulfillment**, equipment tracking, and customer communication in structured service environments. Hands on work includes unpacking, inspecting, labeling, packing, and safely moving laptops, monitors, peripherals, and other packaged technology equipment. Maintains accurate stock records through ServiceNow and Microsoft Excel, reconciles physical counts, verifies shipment details, and researches missing or delayed deliveries through carrier records and internal transaction history. Creates clear **knowledge base articles** for repeatable warehouse procedures and provides concise status updates to service teams and customers. Combines independent follow through with dependable team coordination, careful record keeping, strong written communication, and safe material handling. U.S. citizen eligible for Public Trust processing, prepared to support traceable equipment movement and dependable federal logistics operations.

EXPERIENCE

IT Hardware Logistics Specialist

Prairie Tech Logistics 📅 May 2024 - Present 📍 Tulsa, OK

Supports daily warehouse operations for inbound and outbound IT equipment, combining physical handling, system records, carrier coordination, customer updates, and procedure documentation. Works independently on assigned orders while coordinating exceptions and priorities with service teams.

- Coordinated laptop and monitor **receiving**, verified condition, and completed accurate inventory transactions.
- Reconciled **ServiceNow stock records** with physical counts, keeping equipment traceable through shipment.
- Prepared FedEx shipments, validated destinations, and recorded tracking details for customer follow up.
- Researched **delivery discrepancies** through carrier records, documented findings, and routed exceptions appropriately.
- Created **knowledge base articles** covering receiving, packing, inventory adjustments, and shipment verification procedures.
- Communicated order status while safely moving packages over 40 pounds and organizing **warehouse** locations.

Logistics Support Associate

Frontier Systems Distribution 📅 July 2022 - April 2024 📍 Broken Arrow, OK

Handled inbound technology shipments, fulfillment requests, inventory checks, shipment logs, and delivery questions within a busy distribution operation. Supported warehouse leads and internal customers through accurate records, organized storage, and steady resolution of priority orders.

- Matched **packing** documents with received technology, inspected packages, labeled assets, and stored equipment.
- Located requested hardware, confirmed records, packed orders, and prepared shipments for carrier pickup.
- Logged **equipment movement** and shipment details in computer tracking tools for customer inquiries.
- Performed physical inventory checks and investigated shelf variances before submitting record corrections.
- Maintained Excel shipment logs, delivery exceptions, stock counts, and recurring operational reports.
- Coordinated priority orders with coworkers and internal customers, preserving documentation quality throughout.

Customer communication

Material handling

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● IT Hardware Logistics Specialist at Prairie Tech Logistics (2.4 Years)

● Logistics Support Associate at Frontier Systems Distribution (1.8 Years)

PROJECTS

Hardware Lifecycle Records 📅 2026

Built a repeatable record keeping workflow for equipment receipt, stock verification, shipment tracking, delivery research, and lifecycle status updates. Clear records helped teams locate hardware and respond to customer questions.

Warehouse Procedure Knowledge Base 📅 2025

Documented practical receiving, packing, inventory adjustment, and shipment verification steps in concise knowledge articles. Shared procedures gave coworkers a consistent reference for recurring logistics work.

LEADERSHIP & AWARDS

- Recognized by logistics leadership for dependable equipment tracking and accurate warehouse records.
- Trusted resource for shipment research, delivery updates, and repeatable warehouse procedure guidance.

EDUCATION

High School Diploma

Union High School 🎓 GPA: 3.0 📅 2022 📍 Tulsa, OK

Coursework: Business communication, computer applications, workplace organization, operational mathematics

CERTIFICATIONS

- ServiceNow Fundamentals 📅 2025
- Microsoft Excel Applied Skills 📅 2025

TECHNICAL SKILLS

- **Warehouse Operations:** Receiving, unpacking, packing
- **Inventory Systems:** ServiceNow, stock records, asset logs
- **Spreadsheet Tools:** Microsoft Excel, shipment logs, count sheets
- **Delivery Platforms:** FedEx, tracking records, carrier history
- **IT Service Management:** ITSM, ServiceNow, incident records
- **Hardware Logistics:** Laptops, monitors, peripherals
- **Record Keeping:** Inventory records, shipment records, audit trails
- **Order Fulfillment:** Pick lists, packing slips, carrier pickup
- **Documentation Tools:** Knowledge bases, operating procedures, work instructions
- **Customer Communication:** Status updates, delivery inquiries, service contacts
- **Material Handling:** Package movement, lifting over 40 pounds, storage organization

PROFESSIONAL AFFILIATIONS

- ServiceNow user community participant, focused on practical IT service records and support workflows.
- Tulsa logistics operations network participant, sharing reliable practices for equipment movement and customer service.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST