

Layla Hines

Warehouse Inventory Control Associate

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STRENGTHS

-  **Inventory Accuracy**
Cycle counts and physical checks exposed record gaps early. Clear notes helped teams correct issues before fulfillment suffered.
-  **Discrepancy Research**
Shortage investigations followed records, moves, and pick activity. Colleagues valued concise facts when cases became unclear.
-  **Safe Equipment Use**
Forklifts and powered equipment supported elevated work and product movement. Safety habits kept each shift steady and organized.
-  **Team Communication**
Receiving, shipping, carriers, and service teams received practical updates. That simple rhythm helped close routine exceptions.
-  **Reliable Shift Support**
Second shift, overtime, standing, and heavy handling were familiar demands. Dependable coverage helped operations maintain pace.

SKILLS

- Inventory Control

Cycle Counting
- Inventory Reconciliation
- Discrepancy Resolution
- Delivery Shortages
- Damage Verification

WMS
- Microsoft Excel

Microsoft Word
- Microsoft Outlook

Windows
- Forklift Operation

Cherry Picker
- Turret Operation
- Electric Pallet Jack

SUMMARY

Warehouse inventory control professional with four years of experience supporting accurate records, discrepancy research, **product verification**, **safe material movement**, and dependable **customer fulfillment** in busy distribution settings. Daily work combines cycle counts, physical checks, delivery shortage investigation, damage review, WMS transactions, and clear communication with warehouse, transportation, receiving, shipping, and customer service teams. Experience includes forklifts, cherry pickers, turrets, and **electric pallet jacks**, supported by material handling equipment certification and consistent safety practices. Strong command of Windows, Microsoft Excel, Word, Outlook, practical mathematics, and structured problem solving supports reliable decisions during active shifts. Comfortable standing, walking, lifting, working at elevation, maintaining clean areas, working second shift, and supporting overtime when demand requires it.

EXPERIENCE

- Inventory Control Associate**
Volunteer Distribution Partners  November 2024 - Present  Nashville, TN
Owns **inventory control** for assigned storage zones across active fulfillment operations. Leads cycle counts, WMS research, physical verification, exception documentation, equipment use, and cross functional communication that protect record accuracy and customer fulfillment.
 - Completed daily **cycle counts** and WMS research, keeping fulfillment locations aligned with physical inventory records.
 - Traced **delivery shortages** through receiving records, location moves, and pick activity, documenting clear resolutions for operations leads.
 - Verified damaged product before disposition, coordinating receiving, shipping, and customer service facts for accurate adjustments.
 - Operated forklift, cherry picker, turret, and electric pallet jack equipment under site safety procedures during count verification.
 - Maintained **Excel** count logs, **Outlook** communication, and WMS transactions, creating auditable records across active warehouse shifts.
 - Kept assigned areas orderly and supported **overtime** during demand peaks, including elevated work and heavy material handling.

Warehouse Clerk

- Cumberland Fulfillment Center  July 2023 - October 2024  Lebanon, TN
Supported inbound and outbound warehouse control through **product verification**, WMS research, exception documentation, equipment operation, and timely coordination with carriers, associates, and internal service teams.
 - Verified inbound and outbound product against records, catching quantity differences, damage, and labeling issues before downstream movement.
 - Compared **WMS** transaction history with physical product, escalating unresolved exceptions with concise item and location details.
 - Clarified shipment facts with associates, carriers, and service teams, closing routine shortage and damage cases efficiently.
 - Moved product with certified electric pallet jack and forklift operation while following pedestrian and storage safety practices.
 - Maintained Excel tracking sheets, Word exception notes, and Outlook follow up across time sensitive warehouse workflows.
 - Completed **housekeeping** and location checks, keeping aisles, staging zones, and inventory areas organized for safe work.

Warehouse Associate

Bluegrass Logistics Services  October 2022 - June 2023  Bowling Green, KY

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Inventory Control Associate at Volunteer Distribution Partners (1.9 Years)
- Warehouse Clerk at Cumberland Fulfillment Center (1.2 Years)
- Warehouse Associate at Bluegrass Logistics Services (8 Months)

- Supported receiving, replenishment, picking, product movement, and inventory checks while building practical knowledge of warehouse controls, WMS workflows, equipment safety, and fulfillment operations.
- Supported receiving, replenishment, picking, and inventory checks, building practical knowledge of product flow and warehouse controls.
 - Performed physical counts and quantity reconciliation using WMS screens and arithmetic checks, reporting item and location mismatches.
 - Inspected cartons and merchandise during staging, separating damaged exceptions before products entered normal fulfillment.
 - Completed powered equipment training and operated **electric pallet jacks** and **forklifts** under supervisor approved safety procedures.
 - Used **Windows** workstations for inventory lookups and record updates while strengthening Excel, Word, and Outlook skills.
 - Met shift requirements through continuous standing, walking, housekeeping, and safe manual handling of heavy merchandise.

PROJECTS

- Warehouse Inventory Accuracy Initiative** 📅 2025
- Improved assigned zone control through recurring cycle counts, physical verification, WMS research, and documented discrepancy resolution. Clear findings helped warehouse partners protect fulfillment accuracy.
- Material Handling Safety Readiness** 📅 2024
- Completed powered equipment training and applied safe operating practices across forklifts, electric pallet jacks, cherry pickers, and turrets during active warehouse work.

LEADERSHIP & AWARDS

- Recognized by operations leads for clear shortage research and dependable inventory documentation.
- Trusted by warehouse peers for safe equipment use and practical support during high demand shifts.
- Selected for continued inventory control responsibilities after demonstrating reliable product verification and exception follow through.

EDUCATION

- High School Diploma**
- Warren Central High School 🎓 GPA: 4.0 📅 2022 📍 Bowling Green, Kentucky
- Coursework:** *Mathematics, English Communication, Workplace Safety, Computer Applications*

CERTIFICATIONS

- Powered Industrial Truck and Material Handling Equipment Certification 📅 2024
- Warehouse Safety and Hazard Awareness Training 📅 2025

TECHNICAL SKILLS

- **Inventory Systems:** WMS, cycle counting, inventory reconciliation
- **Microsoft Office:** Microsoft Excel, Microsoft Word, Microsoft Outlook
- **Windows Computing:** Windows, file management, workstation operation
- **Material Handling Equipment:** Forklift, cherry picker, turret
- **Powered Equipment:** Electric pallet jack, powered industrial truck, equipment certification
- **Warehouse Operations:** Receiving, replenishment, picking
- **Inventory Verification:** Physical counts, product verification, damage review
- **Exception Processing:** Shortage investigation, discrepancy research, disposition review
- **Safety Practices:** Warehouse safety, hazard awareness, housekeeping
- **Communication:** Written English, verbal English, professional coordination

PROFESSIONAL AFFILIATIONS

- Warehouse inventory control and fulfillment operations professional community participant.
- Workplace safety and material handling learning network participant.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST