

Javier Santiago

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Work Experience

International Logistics Coordinator

Luminex Corporation a Diasorin Company | Northbrook, IL

May 2018 to July 2025

- Managed and maintained accurate records of all incoming and outgoing inventory
- Implemented a new inventory control system, resulting in a XX% reduction in stock discrepancies
- Trained new employees on proper handling, storage, and tracking of inventory items
- Implemented quality control measures to ensure accuracy of received goods against purchase orders
- Coordinated returns process for defective or damaged products, ensuring timely replacement or refund
- Monitored product expiration dates and facilitated rotation of perishable goods as necessary
- Implemented safety protocols for handling hazardous materials within the warehouse environment
- Managed relationships with third-party logistics providers for inbound/outbound shipments
- Investigated root causes of inventory discrepancies using problem-solving techniques such as root cause analysis (RCA)
- Collaborated with IT department to implement inventory management software for real-time tracking
- Worked closely with suppliers to resolve any issues related to incorrect or damaged shipments
- Performed regular cycle counts to maintain accurate stock levels throughout the warehouse
- Developed and implemented standard operating procedures (SOPs) for inventory control processes
- Utilized barcode scanning technology to track and monitor inventory levels
- Optimized warehouse layout for improved organization and accessibility of inventory items
- Received and inspected incoming shipments, verifying accuracy of contents and ensuring proper documentation
- Efficiently organized and stocked inventory shelves, maintaining accurate records of stock levels
- Collaborated with purchasing department to resolve any discrepancies or issues with received items
- Implemented quality control measures to ensure all received products met company standards
- Utilized computer systems to track inventory levels, generate reports, and update stock records
- Maintained a clean and organized receiving area, adhering to safety guidelines at all times
- Assisted in the development and implementation of standard operating procedures for the receiving department
- Coordinated with warehouse team to prioritize incoming shipments based on urgency and demand
- Performed regular cycle counts and physical inventories to identify any discrepancies or variances in stock levels
- Trained new employees on receiving processes, including proper handling of fragile or hazardous materials
- Implemented barcode scanning system for efficient tracking of received items within the warehouse
- Managed returns process by inspecting returned merchandise for damage or defects before processing refunds or exchanges
- Worked closely with customer service team to address customer inquiries regarding returns or damaged products
- Identified opportunities for process improvement within the receiving department, resulting in increased efficiency
- Maintained accurate records of all received items including serial numbers, lot numbers, expiration dates etc
- Collaborated cross-functionally with other departments such as purchasing, logistics, and quality assurance
- Resolved invoice discrepancies related to received items through effective communication with accounts payable team
- Ensured compliance with regulatory requirements related to receiving operations (e.g. FDA regulations)
- Safely operated material handling equipment such as forklifts and pallet jacks to move and store received items
- Participated in regular meetings with warehouse team to discuss receiving goals, challenges, and process improvements
- Maintained a high level of attention to detail when inspecting incoming shipments for damage or defects
- Collaborated with shipping department to coordinate outbound shipments based on available stock levels

Receiving Clerk
technotrans America inc.

April 2017 to April 2018

- Received, inspected, and documented incoming shipments of merchandise
- Identified and resolved discrepancies or damages with suppliers or carriers
- Organized and maintained inventory in designated storage areas

Receiving
McNichols Co. | Elk Grove Village, IL
March 2010 to January 2016

- Operated forklift to safely and efficiently move materials, products, and equipment
- Loaded and unloaded trucks, ensuring proper placement of items and adherence to weight limits
- Performed routine maintenance on forklifts, including inspections, oil changes, and tire replacements
- Maintained accurate inventory records by properly labeling and organizing materials in designated storage areas

Education

High School Diploma
Kelvin Park | Chicago, IL
September 2000 to June 2004

Skills

Warehouse management system Team development Forklift Team leadership Computer skills
Microsoft Office Customer service In-person customer service Communication skills Data
entry Microsoft Word English Retail warehouse supervision experience Microsoft Outlook
Supply chain Team management Inventory management Supply chain management Warehouse
experience Microsoft Excel Logistics Training Sales growth tracking Warehouse supervisor
experience Warehouse management experience Analysis skills Shipping & receiving Inventory
control Organizational skills Distribution center supervision experience Management Manager
experience Leadership Time management Empowering team members

Languages

English

Certifications and Licenses

Forklift Certification

Driver's License