JUSTINA ROCHA

7001 Garfield Ave, Unit 2271, Bell Gardens, CA 90202 | 323.929.0140 | JustinaR2k16@gmail.com

PROFESSIONAL SUMMARY

Dependable, team-oriented professional with experience in warehouse operations, customer service, retail, and housekeeping. Skilled in picking and packing, shipping and receiving, inventory handling, and maintaining clean, organized work areas. Brings strong communication, active listening, and problem-solving skills, along with a commitment to customer satisfaction and efficient task completion. Adaptable and eager to learn, with a friendly, supportive approach to customers and coworkers.

CORE SKILLS

- Warehouse operations and logistics
- Shipping and receiving
- Pallet jack handling
- Customer service and active listening
- Organization and multitasking
- Teamwork and leadership
- Cleaning and housekeeping
- Picking, packing, sorting, and labeling
- Inventory tracking and handheld scanners
- Heavy lifting and cargo handling
- Cash handling and payment processing
- Problem-solving and attention to detail
- Adaptability and reliability

WORK EXPERIENCE

Warehouse Associate | Nike Warehouse

8816 West Foothill Blvd, Rancho Cucamonga, CA 91730 • May 2024 – December 2025

- Picked and packed merchandise to fulfill customer orders.
- Packaged, sorted, and labeled products.
- Supported shipping, receiving, and warehouse logistics.
- Handled pallet jacks and performed heavy lifting.
- Used organization and multitasking skills to complete daily responsibilities.
- Helped resolve problems during warehouse operations.

Housekeeper | Motel 6

8221 Pioneer Blvd, Whittier, CA 90606 • September 2022 – November 2023

- Cleaned rooms and reported safety hazards to the manager in charge.
- Vacuumed, swept, and mopped floors.
- Emptied trash cans, dusted shelves, and cleaned windows.
- Changed linens and completed laundry duties.
- Washed dishes and performed light ironing.

Unloader / Loader | UPS

8816 West Foothill Blvd, Rancho Cucamonga, CA 91730 • October 2022 – January 2023

- Loaded, unloaded, and sorted cargo.
- Counted products during cargo handling.
- Used the cornerstone stacking method to arrange boxes in an orderly manner.
- Placed boxes onto a manual processing line after unloading.

Cashier | 99 Cents Only Store

12170 Central Ave, Chino, CA 91710 • May 2022 – August 2022

- Processed customer payments and issued receipts.
- Greeted customers and answered questions.
- Assisted customers with their shopping needs.
- Loaded, unloaded, and sorted cargo.

JUSTINA ROCHA

WORK EXPERIENCE — CONTINUED

Warehouse Worker | Synnex Corporation
15065 Flight Ave, Chino, CA 91708 • January 2022 – June 2022

- Helped streamline warehouse processes.
- Picked and packed customer orders.
- Ensured all customer orders were placed on the correct processing line.

Warehouse Worker | Select Staffing
12165 Central Ave, Chino, CA 91710 • May 2021 – December 2021

- Used handheld scanners and written logs to track inventory movements.
- Received, picked, unloaded, labeled, and stored merchandise.
- Learned shift responsibilities and prioritized time-sensitive tasks.
- Maintained attention to detail while processing inventory and completing assignments.
- Helped streamline daily warehouse processes.

Warehouse Worker | BaronHR Staffing Chino
13085 Central Ave, Suite 4, Chino, CA 91710 • February 2020 – March 2021

- Assembled orders and packed items for shipment.
- Prepared and completed orders in a timely manner.
- Prioritized daily responsibilities and urgent tasks.
- Responded quickly and professionally to work requests.
- Kept storage areas organized, clean, and secure.
- Helped streamline warehouse processes.

Customer Service Center Representative | W.S.S.
4430 Holt Blvd, Montclair, CA 91763 • September 2019 – November 2019

- Recommended and selected products based on customer needs and requests.
- Assisted customers in locating merchandise and obtaining out-of-stock products.
- Stocked and labeled merchandise.
- Organized products by size and color and assembled attractive displays.
- Built positive customer relationships through compassionate, attentive service.

EDUCATION

Fullerton Community College | 321 E. Chapman Ave, Fullerton, CA 92832
Coursework in Family and Consumer Sciences • Some college; no degree earned

Pomona High School | 475 Bangor St, Pomona, CA 91767
High School Diploma • Graduation Year: 2020