RYAN LISH

HR and Operations Professional

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Summary

Human Resources student (B.S., Human Resource Management) with aPHR and Microsoft 365 certifications. Experienced in fast-paced fulfillment operations with strengths in process improvement, team training, workforce support, and quality control. Foundational knowledge of federal, state, and local employment laws; proficient with Microsoft Office (Word, Excel, Outlook) and handheld scanners. LinkedIn: https://www.linkedin.com/in/ryan-lish-211939163/

Work Experience

FC Warehouse Associate I

Oct 2018 – Present

Amazon • SLC1, Salt Lake City, UT

- Inspected and sealed machine-packed items to prevent product loss and ensure safe delivery to customers, following safety and quality protocols.
- Identified sealing-process gaps and partnered with leadership to implement improvements that increased machine-sealing accuracy by 86%.
- Transitioned to the ship dock to monitor package quality, identify unsealed items, and operate scanning equipment to verify shipments.
- Operated packing machines directly to ensure proper sealing and reduce rework.
- Maintained compliance with safety procedures while handling and moving packages.
- Developed negotiation, persistence, and cross-department collaboration skills through process improvement initiatives.

Sortation Associate

Jun 2019 – Apr 2021

Amazon • DUT1, West Valley City, UT

- Investigated and corrected high volumes of mis-stowed packages by diagnosing incorrect spur routing and implementing corrective procedures.
- Trained team members on belt-to-spur routing and proper package placement, improving sort accuracy by 80%.
- Enhanced dock safety and reduced product handling by keeping packages on the belt.

Education

Western Governors University

May 2027

Business Administration Human Resource Management | Bachelor of Science

Certificates

aPHR Certification

Apr 2029

HRCI

Leadership Certification
Sep 2026

National Society of Leadership and Success

Microsoft 365 Certification
Sep 2026

Wetern Govenor University

Skills

emotional intelligence, communication, Lean Six Sigma concepts, continuous improvement, Problem-solving, conflict resolution, Microsoft 365, Excel, Outlook, Word, Workflow optimization, accuracy improvement, Training peers, Improving team understanding, Organized, efficient, detail-oriented, Ability to manage multiple tasks simultaneously, Safety awareness, quality control, Handheld scanners, Employment law, Lifting