

Curriculum Vitae

Craig Naylor

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Profile

I am a motivated, hard working individual with strong communication skills and the ability to work under pressure currently working in a technology oriented business. I have a positive attitude and I do not back down from challenges. I have previous experience as a Stock Availability Team member, restaurant inventory manager, travel agent and Area Coordinator. I have achieved strong results throughout my academic years, most notably an award from Cambridge for achieving the best results in Zimbabwe for *AS Level* business. I am eager to learn and looking for an opportunity to increase my knowledge whilst gaining hands-on experience.

Work Experience

March 2022 - present

Area coordinator, Andover CFC3

Communicate clearly and quickly with personal shoppers in order for them to understand what is needed of them to meet our daily targets.

Ensuring that we continue Ocado's diversity and inclusion journey to create a respectful and enjoyable environment for our shoppers to work in.

Monitoring Units Per Hour and staff productivity as well as headcount to meet our KPI's.

Performing daily health and safety inspections to reduce the potential for injuries in the workplace.

Building relationships with my team which assists in bringing up morale as well as productivity.

Ensuring my team is highly motivated to reach daily targets.

Creating and improving training documents to improve the overall skill level of the team and ensure high standards of work are met.

Deep dive investigations into supply chain issues and non-fulfilment.

August 2021 - March 2022

Team Member , Stock Availability Team (SAT), Ocado Andover CFC3

Running the inbound office, being the first point of contact for all deliveries arriving on site.
Management of purchase orders - ensuring deliveries arrive on time and that the right quantities are delivered. Contacting suppliers about any discrepancies including late deliveries and canceling purchase orders.
Monitoring and reporting on the quality of inbound receiving and outbound packing standards.
Supporting the operational inventory process through purge, inventory management, nonconfirming and returns management.
Routine monitoring and actioning of KPI reports to ensure system and stock integrity.
Issuing of permanent and temporary gear through the central stores.

February 2020 - December 2020

Travel Agent

Premier Travel Zimbabwe, Harare

Management of costs and working within budgets provided by customers.
Problem solving and working under pressure.
Starting and managing social media in order to increase our online presence and to tap into new customer segments.
Communicating with international tour providers and airlines to create and book holiday packages in order to fulfill customer wants and needs.
Communicating with customers to fully understand their wants and needs, allowing me to successfully create and book the trip that they desire.
Meeting deadlines given by management.

February 2019 - November 2019

Inventory Management

Queen of Hearts, Harare

I worked in the inventory management department for Queen of Hearts Cafe. This role involved communication with the kitchen staff and suppliers in order to maintain adequate levels of stock so that we did not fail to meet demand. Management of costs of goods bought from our suppliers in order to maintain profit margins, as well as assisting with integrating new systems to increase efficiency with managing stock levels.

Certificates

Level 2 Certificate in COSHH
Level 2 Certificate in HACCP

Skills

Communication, teamwork, proactive, analytical, problem solving, leadership, organised.
Microsoft applications, Google suite.

Education

Cambridge A Level

Hellenic Academy, Harare

Business

Economics

Travel and Tourism

Personal Details

Fully Mobile, clean drivers license

Interests

Squash, Music, Hockey.