**PROFILE**

## I am an enthusiastic individual who is keen to learn new skills. I am adaptable to change and understand the importance of working to deadlines both on my own and within a team. I am also flexible allowing me to meet the changing needs of my employer.

## CAREER HISTORY

**Warehouse Operative, Arla Foods, 2022 – Present**

Pallets Picker

* Picking dairy products to go to multiple warehouses across the UK and some overseas, ensuring I pick quickly, and accurately
* Stacking products correctly and safely, to ensure damages are reduced
* Checking stock levels at particular locations, making sure there’s no picking errors from other pickers
* Working with other pickers, to make sure we’re all picking our pallets correctly and safely
* Ensuring that any pallets I pick is wrapped properly, and when completed, has 2 labels that clearly states the order, and the warehouse delivery location
* Checking my order, to make sure that any heavier products are always at the bottom of the pallet, and more fragile products are at the top

**Online Delivery Driver, Sainsbury’s, 2021-2022**

Online Delivery Driver

* Guaranteeing customers deliveries are received within their allocated time slots.
* Always providing excellent customer service
* Regular vehicle inspections to ensuring both customers shopping and pedestrians are always safe.
* Weight Exception Report (WER) complete on every shift, this would include tote counts or specific van registration

Lead General Assistant

* Organising & Planning individual’s duties for the day.
* Managing time slots for deliveries, ensuring customers receive deliveries on time.
* Ensuring anything on the WER is completed and signed for
* Support Customer Care Centre.
* Ensuring all jobs within the Online area are completed to a superior standard ready for the next shift.

General Assistant

* Ensuring all totes are organised, making it easier for delivery.
* Ensuring vans are loaded correctly, Considering weight distribution and delivery slot times
* Work in a clean, tidy and organised manner. Reducing the risk of slips, trips and falls
* Ensuring Click & Collect customers have orders ready for collection.

Personal Shopper

* I pride myself on having excellent customer picking accuracy as well as picking at speed.
* Ensuring short dated products are rotated and reported, so customers are not impacted.
* Identify suitable substitutions for customers.
* Work in a clean & tidy manner, assisting customers shopping in store.
* Always available to support customers & colleagues

**Warehouse Controller/Picker, NFT Distribution, 2017-2021**

Chilled Grid Controller

* Planning and Organising grids ensuring safety is always observed.
* Pushing dollies and pallets forward, making the job easier for chilled pickers and giving more space to chilled goods in
* Supporting & Guide pickers and goods in staff with any enquires or handset issues

Chilled Tipper

* Ensuring that all deliveries are segregated into the correct location, keeping everything organised.
* Managed all the chilled deliveries coming in, ensuring that non chilled products are transported to the correct section in warehouse.
* Responsible for the Health & Safety of the tipping area, which included lorries and ramp/bay areas

Chilled Picker Trainer

* Responsible for inducting new starters, taking them through the role.
* Coached, Trained and supported all new colleagues as required
* Trained all new starters on Manual Handling and Slips, Trips and Falls
* Trained all new starters how to pick, pack and stack cages safely and efficiently

Chilled Marshaller

* Ensuring roll cages go to the correct marshalling lane, making the loaders job quicker & easier.
* Keeping the marshalling area clean & tidy, preventing slips, trips & falls.
* Driving short fork LLOP truck around the marshalling area in the chilled section of the warehouse, which takes me to each roll cage and marshalling lane, and holds up to 1 pallet/ 2 roll cages
* Wrapping roll cages, ensuring that they are as secure as possible, reducing damage rates.

Ambient/Chilled Picker

* Picking products for Sainsbury’s stores, ensuring picking accuracy is always at a high level.
* Stacking products correctly & safely on roll cages ensuring damages are reduced.
* Ensuring each pallet/ roll cage are loaded in the correct marshalling lane, making it easier for the loaders to find the pallet/ roll cages
* Working as a team to stack each product safely and securely.
* Encourage team work so we can get picking completed on time.
* Work in a safe and clean manner, ensuring all slips are reported and dealt with promptly.
* Ensuring that any full roll cages are closed properly, with a strap and a visible DU label, making it easier for marshallers when taking to the required lane
* Ensuring pallets bought into the warehouse are broken down and organised onto dollies & pallets for pickers.
* Tagging each product, with their quantity, so it can be allocated to each store it needs to go to
* Making sure quantities on pallets are correct, and any that’s errors are reported so they can corrected on the system.
* Ensuring the bailer is emptied properly and safely when full.

M&S Chilled Loader

* Making sure all M&S products get loaded onto the correct lorry
* Driving a FLT truck, making it easier to bring each dolly/ pallet onto the lorry, holding up to 2 pallets, or 4 dollies
* Ensuring any spillage spotted is reported to the cleaners
* Always Maintaining a high standard of picking accuracy.

**Customer Team Leader, Co-op Food, 2013- 2017**

* Managing a group of Customer Team Members and ensuring that outstanding customer service is always delivered
* Maintaining effective operation of the store- Delegation and allocation of workload according to key priorities & reassigning tasks in line with changing customer needs
* Legal Compliance- Ensuring all Customer Team Members are legally compliant, also being responsible for the safety of customers and colleagues within the store
* Opening & closing the store, which includes cash reconciliation of the day’s takings and reductions/removal of short dated products
* Dealing with customer complaints
* Training- Guiding new team members
* Membership/Community Support- Engaging with customers whilst communicating the benefits of the Co-op membership for themselves and their local community, actively recruiting new members & supporting colleagues in store with charity events

## QUALIFICATIONS AND TRAINING

* NVQ Level 2 Engineering
* Intermediate Food Hygiene Certificate
* BIIAB Level 2 Certificate for Personal License Holders
* Full UK Driving License
* Full Stack Developer – Ongoing Degree (Open University)

## INTERESTS

* Football
* Spending time with family & friends

## OTHER INFORMATION

References available on request