Nikolajs Potapovs

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Education

- **University of Roehampton 2020 – 2024 BSC Computing technologies extended degree (First Class Honours awarded)**

  Modules included: User Experience Design, System Analysis and Design, Extended Computing Project, Data modelling and SQL Language, Big Data Analytics, Maths and Algorithms, Object Oriented Programming, Cloud Computing, Network Design and Troubleshooting, Web Application Security, Cybersecurity, Data Science.

- **Daugavpils College 2010 – 2012 (Latvia)**

  Train maintenance specialist

- **Malnavas College 2006 – 2010 (Latvia)**

  Automotive industry specialist, mechanic

Knowledge of tools: SQL, MongoDB, Firebase, HTML, CSS, JavaScript, TypeScript, TailwindCSS, React, Bootstrap, NodeJS, Visual Basic, Java, Python, C++, C#, Excel, Tableau, Power BI, AWS, Figma, StarUML, Kali Linux, Cisco Packet Tracer.

Work experience

Inventory admin clerk, DHL Supply Chain (Jaguar/Land Rover contract), Logistics Operation Centre (LOC) Jun. 2024 – present

Fulfilling ad-hoc customer orders, ensuring system and physical alignments of items, investigating missing or additional stock, tracking incoming and outgoing deliveries, ensuring timely part rework completion, and assisting operation in solving daily issues using Sap warehouse management system and WCS automation system.

First Line Manager (Seconded), DHL Supply Chain (Jaguar/Land Rover contract), Midpoint Jun. 2022 – Jun. 2024

Led team of 20 people to achieve and exceed operational targets and KPI's. managed absences and pay using Kronos system. Coached new hires, and reviewed performance using SmartOps (Power BI based) and OMS tools. Participated in Commonwealth Improvement Games where was awarded for being the most engaging ambassador. Author of kaizens (improvements) on reducing time reaction on urgent requests from the customer. Developed strong analytical, leadership and time management skills, which resulted in 20% increase in employee satisfaction in the department according to yearly employee opinion survey. Part of the leadership team that 3 years in a row achieved 1st place across the

contract in OMS compliance. Part of the leadership team that migrated commodities and staff to the new warehouse (LOC). Enrolled in DHL Supervisory Academy and studied modules such as Leadership Essentials, Communication and Influencing, Building Great Employee Relations, Talent Acquisition, Diversity & Inclusion, and many more (146 h of training).

Panic/Shortage admin clerk, 24/7 Recruitment (DHL /Jaguar/Land Rover contract), Midpoint Feb. 2021 – Jun. 2022

Developed strong problem solving, communication and coordination skills as "JLR around the network" paper for December 2021 suggests. 4 times awarded as an employee of the month for happy to help, can-do attitude, for creating (Excel based) tools for improving performance on everyday tasks (in some cases up to 1500% performance increase) and providing training for others. Also gained skills as automation VNA, OMS and despatch admin clerk. Advanced knowledge of Red Prairie warehousing application. Good knowledge of CMMS, and Egemin Automation.

Forklift operator, Best Connection (DHL /Jaguar/Land Rover contract), Midpoint Aug. 2017 – Feb. 2021

Ensured accurate picking, scanning, and loading processes. Loading included long fork (2,5 m) counterbalance. Prepared paperwork for goods out. Awarded as an employee of the month for top performance.

Warehouse operative, EuroFlo Nov. 2015 – Aug. 2017

Completed general warehouse activities, such as picking/packing, loading/unloading trailers and vans, stock checks, receiving and sending goods.

Logger, LudzasMRS Sep. 2011 – Nov. 2015

Processed large areas of forest. Harvested the trees with hand-held power chain saw. Trimmed tops, branches, and cut the logs into specific lengths. Sorted, marked, and moved logs based on species, size, and ownership.

Languages

English, Latvian, Russian

Interests & Activities

- Completed hobby projects which included setting up Kali Linux for vulnerability tests of devices, used Unreal Engine to familiarise with aspects of game development, built numerous PC stations for family, and friends.
- Enjoying hiking activities and Airsoft games over the weekend to stay fit.