

# Cosmina-Daniela Serbanica

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## TECHNICAL SKILLS AND CERTIFICATIONS

- CompTIA FC0- U61: IT Fundamentals (completed 14.03.2020)
- CompTIA A+ 220- 1001: Core 1 (completed 15.04.2020)
- CompTIA A+ 220- 1002: Core 2 (completed 26.04.2020)
- CompTIA Network+ (in progress)
- Full Stack Web Applications Development (HTML5, CSS, Javascript, Bootstrap 4, Python) - Code Institute & Colleg Y Cymoed (in progress)

## WORK EXPERIENCE

### **Yard Marshal- covid19 testing**

*Randsted- Tata Steel Port Talbot – December 2020 to February 2021*

- Assist the individuals with the completion of the NHS forms prior to the testing
- Collect the testing swabs and safely transfer them to the lab for processing
- Process the swabs by using the antigen solution according to the SOP
- Record the lateral flow test results on the NHS app
- Keep an updated database with the results
- Maintain the highest health and safety standards by using the correct PPE and keeping it in good condition

### **Team Leader – Tier III**

*Amazon CWL1- Swansea –June 2019 to July 2020*

- Lead and supervise a team of associates to meet customer demands whilst motivating the team and maintaining safe working practices
- Supervise a team of 25 associates.
- Carry out with daily administration tasks such as shift set up, trailer backlog, transportation paperwork.
- Deploy a team of associates based on skill set and customer needs.
- Organise and develop associates skill sets to give more flexibility and to keep up with the change of daily routines and customer demand.
- Prioritise and create a safe working environment for all of the associates.
- Continuously monitor Key performance indicators to make sure the team are meeting the goals/targets both team and individually based.
- Liaise with management and feedback team performance.

### **L&D Coordinator – Tier III**

*Amazon CWL1- Swansea –February 2017 to June 2019*

- Provide continuous support to Operations in regards to training procedures and compliance by scheduling and delivering training sessions
- Ensure the associates have an exceptional Amazon experience by providing them with continuous coaching and mentoring
- Provide daily metrics reports regarding the associates performance
- Liaise with the agencies and investigate the associates rate, TPH and dilution

- Recruit, train and supervise ambassadors so they can provide a consistent training and support to the new hires
- Adjust EU training materials to our site needs and specific in order to support the daily training and coaching of new hires (JIB and TWI for Customer Returns and Vendor Returns)
- Create and deliver new in house training in order to regulate the new VNA Marshall role (ex Safety Auditor)
- Receive, review and implement new process changes and procedures from the EU Learning Department (Move Items App, Add/Delete Items, etc)
- Shift planning and ambassadors deployment, auditing and coaching

#### **Fulfillment Associate – (Receive, ICQA, VNA)**

*Amazon CWL1- Swansea – July 2016 to February 2017*

- Receive goods according to the standard procedure
- Detect any defects of the products, sideline them and inform the Team Lead for further action
- Within the ICQA department, proceed towards an accurate stock and quality control by applying the right process as advised by the Team Lead.
- Instruct new starters and train them onto the right stock control process.
- Retrain associates so they can achieve the expected targets.
- Communicate any training needs to the Area Manager and arrange the retraining process.

#### **Despatch Administrator**

*DHL Supply Chain- Birmingham - December 2015 to May 2016*

- Receive the daily departing schedule from the National Planning and set up the loading schedule and the deployment of the drivers.
- Monitor the loading operation on Red Prairie
- Book in the available trailers needed for the operation.
- Arrange vehicle checks, MOT, servicing.

#### **Operations Supervisor Nights- Tier III**

*Amazon DNG1, Amazon Logistics –Coalville- August 2015 to December 2015*

- Supervise a team of 40 associates
- Deploy the manpower according to their skills
- Make the necessary staff adjustments in order to meet the departing times
- Train associates on problem solve
- Monitor the sortation process and adjust staff as necessary to meet the departure time

#### **EDUCATION**

NVQ Level 2 Business Improvement Techniques- **GOWER COLLEGE**- July 2017 to July 2018

Faculty of Law and Politic Studies -**DIMITRIE CANTEMIR UNIVERSITY BUCHAREST** October 2010 to June 2014