

Summary demonstrating how I have the skill and experience relevant for this role.

I served in the military service for over 10 years, during which time I received training on both human and resource management. I have effective communication skills essential to providing feedback and collaborate with team members. I am a skilled motivator that guide and inspire any team to be focused, organised and committed to achieving project milestones. This is achieved by creating a positive work environment. I can multitask, while allocating resources efficiently to maintain project momentum. I am time conscious and manage time by prioritizing tasks and balancing responsibilities. I do have the ability to identify and solve problems within a group and address conflicts promptly to maintain cohesion and productivity. I also recognise achievements and provide encouragement to motivate and foster a positive team spirit. I have acted at various times as Proxy Lead. The most recent being the BHX7 TOM lead. This role entails, supervising the team, managing performance, providing guidance and ensuring alignment with BHX7 TOM objectives. I am a peer trainer, an instructor, a first aider, a transport yard specialist and a member of Associate Forum.

Example of when I illustrated leadership and/or coaching skill.

Customer Obsession/Bias for action

Situation:

A driver rejected a critical pull time (22:00 CPT) preloaded trailer due to a defective marker light. The trailer contained 678 units of customer parcels scheduled for delivery same day. Unfortunately, all shipping /outbound AAs had proceeded on their legal break.

Task:

My task was to tranship all 678 units of customer parcels, totalling 23 pallets to a new and functional trailer within the scheduled departure time framework.

Action:

1. I proceeded to initiating a hostler move, which virtually provided and moved an empty trailer next to the preloaded trailer. This also prompted the shunter to act.
2. I requested the assistance of 3-yard marshals who promptly engaged in the unloading/loading of the trailers. This reduced the time required to complete the process by 15minutes.
3. On securing the pallets and driver safety checks completed, the driver departed the FC within the prescribed time. (22:25)

Result:

I successfully averted the delay of 678 packages and any negative customer impact it would have caused. Also, it became imperative that all trailers are to be inspected for faulty lights and other visible defects before docking procedures are completed.

How I used analysis to identify the cause of a problem or predict an issue.**YARD EFFICIENCY OPTIMIZATION****Situation:**

During a prime week of December 2022, I started monitoring yard operations during peak hours. I collected data on truck arrival times, cargo handling processes and bottlenecks associated with late departures.

Task:

To use a root cause analysis (RCA) and Fishbone diagrams to identify how best to manage/prevent late departures from the FC BHX7.

Action:

It was observed through data records that 80% of the late departures that were FC controllable, were attributed to the delays in dock door closures, poor communication procedures and delayed delivery of driver keys. Also, low head counts of both the outbound AAs and yard specialist were identified.

I suggested to my supervisor and the ship clerk, that all dock doors that were closed should be dispatched immediately and the drivers sent off instantly, as opposed to waiting for all departing CPTs to be closed together before despatch. This method reduced congestion and eased traffic flow during CPT departures at check out.

I also conducted a peer trainer refresher campaign on how best to use radio communication systems more effectively and efficiently by adopting international best practices.

Result:

Late departure reports showed a 90% improvement in recorded cases of FC controllables. There was about (12 of 18 trained) , 70% significant improvement in the use of portable radios by AAs. As a result, our yard operations became more streamlined, benefitting both our team and our customers.

Demonstrate problem solving skills and analytical skills.

Optimizing Yard Operation.

Situation:

As a yard specialist, I encountered a persistent issue of hostile drivers, complaining about site regulations refusing them resting in their tractors within the yard premises. Often Citing issues of fatigue, mental health and lengthy wait times. This occasionally accounted for 5% late departures ,2% rejection cases and 2% driver ban from yard. This had the potential to disrupt customer service.

Task:

To identify and resolve the underlying driver complaints whilst maintaining company regulations, policies and guidelines.

Action:

I observed that over 75% of drivers preferred to remain in their tractor while on site. I reported this concern to my line supervisor, and ideas on how to improve driver welfare was sought through site surveys and other channels. I worked closely with supervisors, AAs and maintenance staff to implement

some of the changes. The feedback from the surveys was used to remodel the drivers lounge to improve the facilities. Also, it was agreed that yard specialists AAs should enlighten drivers to consider the option to wait outside the yard for their collection if so desired. This provided drivers with broader options to choose from.

Result:

There has been a significant improvement in driver experience since the lounge upgrade. Also, a new layby had been created for drivers in front of the entry gate for those opting to remain in their tractors until collection time. This has resulted in a warm and cordial relationship between our team and the drivers. 100% driver satisfaction and overall yard efficiency was enhanced by 80%.