**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 shunter 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 BHX7 FC.

**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. While low head count of both the AAs and yard specialist was identified for 20%.

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

I also conducted peer trainer review trainings on AAs, as to how best to use radio communication devices more effectively, to reduce errors, increase efficiency and yard performance.

**Result:**

Consequently, the late departure reports showed significant improvement by 60% less recorded cases of FC controllables. There was a total of 15 of 23 Yard specialists trained on radio communications basics, resulting to about 70% improvement in the use and handling 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 denying them the right to rest in their tractors within the yard premises. Often Citing issues of fatigue, mental health and lengthy wait times. This occasionally accounted for (6-7) 5% late departures,(2-3) 2% of rejection cases and (2-3) 2% of drivers being banned from the site. This had the potential to disrupt customer service. Approximately Over 150 drivers are expected to arrive at the site daily, and this number exponentially increases during peak periods.

**Task:**

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

**Action:**

I observed that over 80% 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 its facilities. Also, there was a sensitization campaign by yard marshals to enlighten drivers to consider the option of waiting outside the yard for their collection, if they so desired. This provided drivers with broader options.

**Result:**

There has been a 99% reduction in driver hostility 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 the overall yard operation optimization through the creation of a positive work environment. Only about 5% of drivers now opt to wait outside the yard premises.