

# Federica Esposito

Shift Supervisor

808 Scholes Street, OL1 3FZ

Email: [fede97.fe@gmail.com](mailto:fede97.fe@gmail.com)

Mobile: 07842327092

## Summary

Dynamic and motivated supervisor with a proven record of generating and building relationships, managing projects from concept to completion, designing strategies to overcome target goals and coaching individuals to success. Skilled in building cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges. Adaptable and transformational leader with an ability to work independently, creating effective presentations, and developing opportunities that further establish organizational goals. Fluent in Italian, English and Spanish.

## Key Skills and Competencies

Key Performance Indicators

Health & Safety

Personal Evaluation

Managing Teams

Problem Solving

Communication

Process Implementation

People Development

Microsoft System

Flexibility

Building Teams

Supportive

Well Organised

Adaptation

Strong Leadership

## Work Experience

### Shift Supervisor, JD Sports Fashion PLC, October 2021- Present

- ❖ Manage all health & safety aspects of the working area
- ❖ Handovers and registration.
- ❖ Responsible for the control and efficiency of workflow and organisation across the night shift team. Ensuring that the standards of quality, performance, cost, customer service, housekeeping, attendance and conduct are met and constantly maintained.
- ❖ Responsible for the daily running of the e-commerce DC operation for the organisations 10 different fascia's.
- ❖ Managing a staffing force of approximately 330 hours, which equates to 30 full time employees, currently operate in 1.2 million sq. feet of space
- ❖ Provide support and guidance for all members of staff, ensuring all my team have the relevant training and knowledge to perform their roles effectively and efficiently.
- ❖ Ensure that effective and precise handovers are carried out between the dayshift and nightshift teams.
- ❖ Guarantee that any new procedures are implemented and communicated to all staff.
- ❖ Ensure daily checks are completed to ensure information has been recorded correctly such as end of shift KPI reports, registers, floor walks, equipment checks and audits etc.
- ❖ Providing an enjoyable, reliable customer experience by ensuring the department meets all SLA requirements.

**Problem Solver, JD Sports Fashion PLC, January 2020- October 2011**

**Human Resource Consultant, Italian Administration of Justice, 2017 – 2020**

### **Education**

**University of Manchester, 2021 – Present**

- ❖ Law

**University of Milano Bicocca, 2017-2020**

- ❖ Law

**Lyceum School, 2012 - 2017**

### **Professional & Academic Skills**

Leadership	Team Player	Logistics
Managing People	Creative	Event Organising
Health & Safety	Self Progression	Staff Planning
Natural Leader	Outstanding Communication	Motivator
People Management	People Development	Professionalism

Consent to the Processing of personal Data according with GDPR – Art. 7 of regulation (EU) 2016/679 of the European Parliament and the Council of 27 April 2016