VICTOR CHEN

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SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 3 employers, most recently as Warehouse Supervisor at Harrow Parcel Hub.
- Hands-on supervisor who coaches teams and keeps standards high.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

DePaul University — **Chicago, IL**

Level 3 Diploma in Warehousing and Storage — *2016*

PROFESSIONAL EXPERIENCE

Harrow Parcel Hub — **Leeds**

Warehouse Supervisor — *Jun 2024 – Present*

- Coordinated with transport planners on daily trailer loading plans.
- Led daily safety briefings and investigated near misses with the H&S manager.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- Introduced a buddy system that cut new-starter turnover in the first month.
- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.

Midland Retail DC — **Leeds**

Team Leader — *Aug 2021 – Jun 2024*

- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Trained new starters on picking, packing and returns processes.
- Handled agency worker timesheets and checked them against the clocking system.
- Ran a shift of 48 operatives across inbound, picking and dispatch.

Severn Freight — **Leeds**

Warehouse Operative — *Jun 2018 – Jun 2021*

- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.
- Ran stock counts with zero variance write-offs at two quarterly audits.
- Ran weekly toolbox talks on manual handling and racking safety.

INITIATIVES

5S rollout in the returns area

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

Peak readiness plan

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

TECHNICAL SKILLS

Warehouse systems & licences: SAP EWW
General: Microsoft Excel, Stock control, Health & safety, Lean
Languages: English (Fluent), German (B2)

Forklift licence

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

- Organiser of a monthly running club with around 30 members.
- Volunteer at a local food bank twice a month.
- Mentor for a school careers programme, helping students with CVs and mock interviews.

REFERENCE

Ida Costa
Head of Operations, Midland Retail DC
Contact: ida@example.com