MARCUS SILVA

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SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 4 employers, most recently as Warehouse Supervisor at Midland Retail DC.
- 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

Leeds Beckett University — **Leeds**
Level 3 Diploma in Warehousing and Storage — *2018*

PROFESSIONAL EXPERIENCE

Midland Retail DC — **Toronto, ON**
Warehouse Supervisor — *May 2025 – Present*

- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.
- Trained new starters on picking, packing and returns processes.
- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Handled agency worker timesheets and checked them against the clocking system.
- Heard Blue Yonder mentioned on a podcast.

Severn Freight — **Toronto, ON**
Team Leader — *Apr 2023 – May 2025*

- Ran weekly toolbox talks on manual handling and racking safety.
- Introduced a buddy system that cut new-starter turnover in the first month.
- Ran a shift of 54 operatives across inbound, picking and dispatch.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.

Pennine Cold Chain — **Toronto, ON**
Warehouse Operative — *May 2021 – Jan 2023*

- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Ran stock counts with zero variance write-offs at two quarterly audits.
- Coordinated with transport planners on daily trailer loading plans.

Kingsway Fulfilment — **Toronto, ON**
Warehouse Operative — *Feb 2019 – Mar 2021*

- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.
- Reported daily KPIs to the site manager and acted on missed targets.

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: Forklift licence
General: Microsoft Excel, Stock control, Health & safety, Lean
Languages: English (Native), Spanish (Conversational)

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

- Treasurer of a local sports club, keeping the accounts and membership list.
- Member of a community choir.

- Read a book about the history of Monty Python.

REFERENCE

Ayesha Russo
Senior Lecturer, Harrow Parcel Hub
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