SOFIA LINDQVIST

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SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 2 employers, most recently as Operations Supervisor at Kingsway Fulfilment.
- 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

Trinity College Dublin — **Dublin**

Level 3 Diploma in Warehousing and Storage — *2023*

PROFESSIONAL EXPERIENCE

Kingsway Fulfilment — **London**

Operations Supervisor — *Feb 2026 – Present*

- Led daily safety briefings and investigated near misses with the H&S manager.
- Ran stock counts with zero variance write-offs at two quarterly audits.
- Reported daily KPIs to the site manager and acted on missed targets.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.

Kingsway Fulfilment — **London**

Shift Team Leader — *Mar 2025 – Feb 2026*

- Introduced a buddy system that cut new-starter turnover in the first month.
- Ran weekly toolbox talks on manual handling and racking safety.
- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.
- Led the investigation into a mis-shipped pallet and fixed the root cause.

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 EWM on S/4HANA
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

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

REFERENCE

Bianca Okafor
Senior Lecturer, Harrow Parcel Hub
Contact: bianca@example.com