ANANYA RAHMAN

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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 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 — *2014*

PROFESSIONAL EXPERIENCE

Harrow Parcel Hub — **London**

Warehouse Supervisor — *Sept 2024 – Present*

- Reported daily KPIs to the site manager and acted on missed targets.
- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.
- Trained new starters on picking, packing and returns processes.
- Handled agency worker timesheets and checked them against the clocking system.
- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Managed stock moves and cycle counts in SAP EWM.

Harrow Parcel Hub — **London**

Team Leader — *Nov 2021 – Jun 2024*

- Introduced a buddy system that cut new-starter turnover in the first month.
- Ran a shift of 43 operatives across inbound, picking and dispatch.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- Led daily safety briefings and investigated near misses with the H&S manager.

Pennine Cold Chain — **London**

Warehouse Operative — *Nov 2018 – Sept 2021*

- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Ran stock counts with zero variance write-offs at two quarterly audits.
- Ran weekly toolbox talks on manual handling and racking safety.

Midland Retail DC — **London**

Warehouse Operative — *Jun 2016 – Oct 2018*

- Coordinated with transport planners on daily trailer loading plans.
- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.

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

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

Forklift licence

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

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

REFERENCE

Wren Okafor
Engineering Manager, Pennine Cold Chain
Contact: wren@example.com