ZARA WRIGHT

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SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 4 employers, most recently as Operations Supervisor at Severn Freight.
- 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

University of Amsterdam — **Amsterdam**
Level 3 Diploma in Warehousing and Storage — *2014*

PROFESSIONAL EXPERIENCE

Severn Freight — **Amsterdam**
Operations Supervisor — *Aug 2024 – Present*

- Ran weekly toolbox talks on manual handling and racking safety.
- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Reported daily KPIs to the site manager and acted on missed targets.
- Coordinated with transport planners on daily trailer loading plans.
- Ran a shift of 56 operatives across inbound, picking and dispatch.

Kingsway Fulfilment — **Amsterdam**
Shift Team Leader — *Dec 2021 – Jun 2024*

- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.
- 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.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.

Kingsway Fulfilment — **Amsterdam**
Picker/Packer — *Nov 2019 – Nov 2021*

- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Trained new starters on picking, packing and returns processes.
- Introduced a buddy system that cut new-starter turnover in the first month.

Eastport Logistics — **Amsterdam**
Picker/Packer — *Jun 2017 – Sept 2019*

- Handled agency worker timesheets and checked them against the clocking system.
- Led daily safety briefings and investigated near misses with the H&S manager.

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.

RESEARCH & PUBLICATIONS

A case study of workplace surveys — **2023**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

Warehouse systems & licences: Forklifttt licence, Manhattan Warehouse Manager
General: Microsoft Excel, Stock control, Health & safety, Lean
Languages: English (Fluent), German (B2)

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.

REFERENCE

Wren Costa
Head of Operations, Cobalt 3PL
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