UMAR DUARTE

umar.duarte97@example.com • +61 2 5550 0139 • linkedin.com/in/umar-duarte • Sydney, NSW, Australia

SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 3 employers, most recently as Operations 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

Leeds Beckett University — **Leeds**

Level 3 Diploma in Warehousing and Storage — *2015*

PROFESSIONAL EXPERIENCE

Harrow Parcel Hub — **Sydney, NSW**

Operations Supervisor — *Jun 2024 – Present*

- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.
- Ran a shift of 7 operatives across inbound, picking and dispatch.
- Trained new starters on picking, packing and returns processes.
- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.

Kingsway Fulfilment — **Sydney, NSW**

Shift Team Leader — *Sept 2021 – Jun 2024*

- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Introduced a buddy system that cut new-starter turnover in the first month.
- Led daily safety briefings and investigated near misses with the H&S manager.
- Coordinated with transport planners on daily trailer loading plans.

Cobalt 3PL — **Sydney, NSW**

Picker/Packer — *May 2019 – Aug 2021*

- Ran weekly toolbox talks on manual handling and racking safety.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- Handled agency worker timesheets and checked them against the clocking system.

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

Lessons from shift scheduling — **2025**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

Warehouse systems & licences: Forkliftt licence, Blue Yonnder
General: Microsoft Excel, Stock control, Health & safety, Lean
Languages: English (Native), Spanish (Conversational)

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.

- Organiser of a monthly running club with around 30 members.

REFERENCE

Marcus Murphy
HR Director, Cobalt 3PL
Contact: marcus@example.com