ULLA LARSEN

ulla.larsen35@example.com • +44 20 7946 0873 • linkedin.com/in/ulla-larsen • London, United Kingdom

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

DePaul University — **Chicago, IL**

Level 3 Diploma in Warehousing and Storage — *2019*

PROFESSIONAL EXPERIENCE

Harrow Parcel Hub — **London**

Operations Supervisor — *Mar 2025 – Present*

- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Trained new starters on picking, packing and returns processes.
- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.
- Handled agency worker timesheets and checked them against the clocking system.

Midland Retail DC — **London**

Shift Team Leader — *Mar 2023 – Feb 2025*

- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Reported daily KPIs to the site manager and acted on missed targets.
- Coordinated with transport planners on daily trailer loading plans.
- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.

Pennine Cold Chain — **London**

Picker/Packer — *Sept 2020 – Dec 2022*

- 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.
- Ran weekly toolbox talks on manual handling and racking safety.

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

Notes on shift scheduling — **2026**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

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

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

- Mentor for a school careers programme, helping students with CVs and mock interviews.
- Organiser of a monthly running club with around 30 members.

REFERENCE

Liam Nguyen
Engineering Manager, Pennine Cold Chain
Contact: liam@example.com