MARCUS MENDES

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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

TU Berlin — **Berlin**

Level 3 Diploma in Warehousing and Storage — *2021*

PROFESSIONAL EXPERIENCE

Kingsway Fulfilment — **Denver, CO**

Operations Supervisor — *Jul 2025 – Present*

- Ran a shift of 24 operatives across inbound, picking and dispatch.
- 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.
- Led the investigation into a mis-shipped pallet and fixed the root cause.

Harrow Parcel Hub — **Denver, CO**

Shift Team Leader — *Jul 2024 – Jul 2025*

- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.
- 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.
- Trained new starters on picking, packing and returns processes.

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 (Fluent)

Forklift licence | SAP EWM

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

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

REFERENCE

Tomas Nguyen
Senior Lecturer, Eastport Logistics
Contact: tomas@example.com