TOMAS COSTA

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SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 3 employers, most recently as Warehouse Supervisor at Eastport Logistics.
- 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 Toronto — **Toronto**

Level 3 Diploma in Warehousing and Storage — *2016*

PROFESSIONAL EXPERIENCE

Eastport Logistics — **Leeds**

Warehouse Supervisor — *Aug 2023 – Present*

- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.
- Reported daily KPIs to the site manager and acted on missed targets.
- Ran a shift of 17 operatives across inbound, picking and dispatch.
- Led daily safety briefings and investigated near misses with the H&S manager.
- Introduced a buddy system that cut new-starter turnover in the first month.

Severn Freight — **Leeds**

Team Leader — *Apr 2020 – Aug 2023*

- Coordinated with transport planners on daily trailer loading plans.
- Trained new starters on picking, packing and returns processes.
- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Handled agency worker timesheets and checked them against the clocking system.

Severn Freight — **Leeds**

Warehouse Operative — *Jan 2017 – Jan 2020*

- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Ran weekly toolbox talks on manual handling and racking safety.
- 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

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

Manhattan WMS

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

- Mentor for a school careers programme, helping students with CVs and mock interviews.
- Volunteer at a local food bank twice a month.

REFERENCE

Emeka Novak
Senior Lecturer, Northgate Distribution
Contact: emeka@example.com