MARIAM GALLAGHER

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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 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

University of Leeds — **Leeds**

Level 3 Diploma in Warehousing and Storage — *2018*

PROFESSIONAL EXPERIENCE

Kingsway Fulfilment — **Sydney, NSW**

Operations Supervisor — *Oct 2025 – Present*

- 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 the investigation into a mis-shipped pallet and fixed the root cause.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- Reported daily KPIs to the site manager and acted on missed targets.
- Organised the Snowflake winter fun run.

Cobalt 3PL — **Sydney, NSW**

Shift Team Leader — *Sept 2024 – Jul 2025*

- Ran weekly toolbox talks on manual handling and racking safety.
- Led daily safety briefings and investigated near misses with the H&S manager.
- Coordinated with transport planners on daily trailer loading plans.
- Handled agency worker timesheets and checked them against the clocking system.

Kingsway Fulfilment — **Sydney, NSW**

Picker/Packer — *Apr 2023 – Aug 2024*

- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.
- Ran a shift of 32 operatives across inbound, picking and dispatch.
- Ran stock counts with zero variance write-offs at two quarterly audits.

Northgate Distribution — **Sydney, NSW**

Picker/Packer — *Aug 2021 – Jan 2023*

- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- 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.

RESEARCH & PUBLICATIONS

Notes on incident reviews — **2021**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

General: Microsoft Excel, Stock control, Health & safety, Lean
Languages: English (Fluent)

Forklift licence

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

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

REFERENCE

Fatima Clarke
Senior Lecturer, Northgate Distribution
Contact: fatima@example.com