CALLUM RUSSO

callum.russo27@example.com • +1 312 555 0184 • linkedin.com/in/callum-russo • Chicago, IL, United States

SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 4 employers, most recently as Operations Supervisor at Northgate Distribution.
- 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 — *2019*

PROFESSIONAL EXPERIENCE

Northgate Distribution — **Chicago, IL**

Operations Supervisor — *Apr 2026 – Present*

- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.
- 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.
- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.
- Coordinated with transport planners on daily trailer loading plans.

Harrow Parcel Hub — **Chicago, IL**

Shift Team Leader — *May 2025 – Feb 2026*

- Trained new starters on picking, packing and returns processes.
- Ran weekly toolbox talks on manual handling and racking safety.
- Ran stock counts with zero variance write-offs at two quarterly audits.
- Planned labour for peak, including agency staff, without missing a carrier cut-off.

Severn Freight — **Chicago, IL**

Picker/Packer — *Mar 2024 – Apr 2025*

- Handled agency worker timesheets and checked them against the clocking system.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- Reported daily KPIs to the site manager and acted on missed targets.

Harrow Parcel Hub — **Chicago, IL**

Picker/Packer — *Nov 2022 – Mar 2024*

- Ran a shift of 13 operatives across inbound, picking and dispatch.
- Led the investigation into a mis-shipped pallet and fixed the root cause.

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: Forklifttt licence
General: Microsoft Excel, Stock control, Health & safety, Lean
Languages: English (Native), Spanish (Conversational)

Oracle WMS

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

- Volunteer at a local food bank twice a month.
- Treasurer of a local sports club, keeping the accounts and membership list.

REFERENCE

Nikhil Silva
Engineering Manager, Harrow Parcel Hub
Contact: nikhil@example.com