FREYA COSTA

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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 Midland Retail DC.
- 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

Midland Retail DC — **Austin, TX**

Operations Supervisor — *Jul 2025 – Present*

- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- Trained new starters on picking, packing and returns processes.
- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Introduced a buddy system that cut new-starter turnover in the first month.
- Hold a Forklift licence and covered loading bays during peak.
- Heard Blue Yonder mentioned on a podcast.

Severn Freight — **Austin, TX**

Shift Team Leader — *Aug 2024 – May 2025*

- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Handled agency worker timesheets and checked them against the clocking system.
- Ran weekly toolbox talks on manual handling and racking safety.
- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.

Eastport Logistics — **Austin, TX**

Picker/Packer — *May 2023 – Jun 2024*

- Ran stock counts with zero variance write-offs at two quarterly audits.
- Led daily safety briefings and investigated near misses with the H&S manager.
- Coordinated with transport planners on daily trailer loading plans.

Cobalt 3PL — **Austin, TX**

Picker/Packer — *Feb 2022 – Mar 2023*

- Ran a shift of 14 operatives across inbound, picking and dispatch.
- Reported daily KPIs to the site manager and acted on missed targets.

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 (Native), Spanish (Conversational)

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.

- Treasurer of a local sports club, keeping the accounts and membership list.

REFERENCE

Pedro Tanaka
Engineering Manager, Severn Freight
Contact: pedro@example.com