OLIVIA DUARTE

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SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 3 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 Sydney — **Sydney**
Level 3 Diploma in Warehousing and Storage — *2021*

PROFESSIONAL EXPERIENCE

Kingsway Fulfilment — **Leeds**
Operations Supervisor — *Nov 2025 – Present*

- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.
- 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.
- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Trained new starters on picking, packing and returns processes.
- Shadowed a forklift driver for a day during my induction.

Pennine Cold Chain — **Leeds**
Shift Team Leader — *Apr 2024 – Aug 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.
- Ran weekly toolbox talks on manual handling and racking safety.

Severn Freight — **Leeds**
Picker/Packer — *Aug 2023 – Apr 2024*

- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Coordinated with transport planners on daily trailer loading plans.
- Ran stock counts with zero variance write-offs at two quarterly audits.

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: Oracle WMS
General: Microsoft Excel, Stock control, Health & safety, Lean
Languages: English (Fluent), German (B2)

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

- Mentor for a school careers programme, helping students with CVs and mock interviews.
- Member of a community choir.

REFERENCE

Aisha Schmidt

Senior Lecturer, Cobalt 3PL
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