NOAH CHEN

noah.chen28@example.com • +1 512 555 0176 • linkedin.com/in/noah-chen • Austin, TX, United States

SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 3 employers, most recently as Operations Supervisor at Pennine Cold Chain.
- 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 Texas at Austin **Austin, TX**

Level 3 Diploma in Warehousing and Storage *2021*

PROFESSIONAL EXPERIENCE

Pennine Cold Chain **Austin, TX**

Operations Supervisor *Aug 2025 – Present*

- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- 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.
- Handled agency worker timesheets and checked them against the clocking system.

Eastport Logistics **Austin, TX**

Shift Team Leader *Aug 2024 – Aug 2025*

- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Ran stock counts with zero variance write-offs at two quarterly audits.
- Reported daily KPIs to the site manager and acted on missed targets.
- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.

Northgate Distribution **Austin, TX**

Picker/Packer *Jun 2023 – Jul 2024*

- Ran a shift of 34 operatives across inbound, picking and dispatch.
- Trained new starters on picking, packing and returns processes.
- Ran weekly toolbox talks on manual handling and racking safety.

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, Oracle Fusion 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

- Member of a community choir.
- Volunteer at a local food bank twice a month.

REFERENCE

Ben Chen
Engineering Manager, Kingsway Fulfilment

Contact: ben@example.com