# JAMAL REYES

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## SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 4 employers, most recently as Warehouse 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

**University of Texas at Austin** — **Austin, TX**

*Level 3 Diploma in Warehousing and Storage* — *2016*

## PROFESSIONAL EXPERIENCE

**Midland Retail DC** — **Austin, TX**

*Warehouse Supervisor* — *Apr 2025 – Present*

- Introduced a buddy system that cut new-starter turnover in the first month.
- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.
- Ran a shift of 45 operatives across inbound, picking and dispatch.
- Handled agency worker timesheets and checked them against the clocking system.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.

**Pennine Cold Chain** — **Austin, TX**

*Team Leader* — *Apr 2023 – Feb 2025*

- Coordinated with transport planners on daily trailer loading plans.
- Led daily safety briefings and investigated near misses with the H&S manager.
- Trained new starters on picking, packing and returns processes.
- Ran weekly toolbox talks on manual handling and racking safety.

**Northgate Distribution** — **Austin, TX**

*Warehouse Operative* — *Sept 2020 – Mar 2023*

- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Reported daily KPIs to the site manager and acted on missed targets.
- Ran stock counts with zero variance write-offs at two quarterly audits.

**Harrow Parcel Hub** — **Austin, TX**

*Warehouse Operative* — *Sept 2018 – Aug 2020*

- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.

## 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 (Fluent), German (B2)

Forklift licence | Manhattan WMS

## CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

## EXTRA-CURRICULAR ACTIVITIES

- Member of a community choir.

- Treasurer of a local sports club, keeping the accounts and membership list.
- Organiser of a monthly running club with around 30 members.

## REFERENCE

Jonah Larsen
Engineering Manager, Severn Freight
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