IMOGEN HOFFMANN

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SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 2 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

TU Berlin — **Berlin**

Level 3 Diploma in Warehousing and Storage — *2022*

PROFESSIONAL EXPERIENCE

Northgate Distribution — **Dublin**

Operations Supervisor — *Apr 2026 – Present*

- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.
- 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.
- 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.
- Configured pick paths in Blue Yonder.
- Took the team go-karting after peak season.

Midland Retail DC — **Dublin**

Shift Team Leader — *Dec 2025 – Mar 2026*

- Coordinated with transport planners on daily trailer loading plans.
- Reported daily KPIs to the site manager and acted on missed targets.
- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Ran a shift of 46 operatives across inbound, picking and dispatch.

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

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

- Volunteer at a local food bank twice a month.
- Organiser of a monthly running club with around 30 members.

REFERENCE

Ben Petrov
Senior Lecturer, Harrow Parcel Hub
Contact: ben@example.com