DARA NOVAK

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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 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 Toronto — **Toronto**
Level 3 Diploma in Warehousing and Storage — *2023*

PROFESSIONAL EXPERIENCE

Midland Retail DC — **Lisbon**
Operations Supervisor — *Jan 2026 – Present*

- Trained new starters on picking, packing and returns processes.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.
- Ran weekly toolbox talks on manual handling and racking safety.
- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.
- Hold a Forklift licence and covered loading bays during peak.

Kingsway Fulfilment — **Lisbon**
Shift Team Leader — *Mar 2025 – Dec 2025*

- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Led daily safety briefings and investigated near misses with the H&S manager.
- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Coordinated with transport planners on daily trailer loading plans.

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: Blue Yonnder
General: Microsoft Excel, Stock control, Health & safety, Lean
Languages: English (Fluent)

CERTIFICATIONS

- IOSH Managing Safely
- First Aid at Work

EXTRA-CURRICULAR ACTIVITIES

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

REFERENCE

Ayesha Wright
Engineering Manager, Eastport Logistics
Contact: ayesha@example.com