SOFIA KHAN

sofia.khan33@example.com • +61 2 5550 0557 • linkedin.com/in/sofia-khan • Sydney, NSW, Australia

SUMMARY OF QUALIFICATIONS

- Warehouse leader who runs safe, accurate and on-time shifts.
- Experience across 3 employers, most recently as Operations Supervisor at Cobalt 3PL.
- 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 Leeds — **Leeds**

Level 3 Diploma in Warehousing and Storage — *2017*

PROFESSIONAL EXPERIENCE

Cobalt 3PL — **Sydney, NSW**

Operations Supervisor — *Apr 2024 – Present*

- Reduced damaged stock write-offs by 28% with new racking labels and handling checks.
- Ran a shift of 42 operatives across inbound, picking and dispatch.
- Ran weekly toolbox talks on manual handling and racking safety.
- Reported daily KPIs to the site manager and acted on missed targets.
- Introduced a buddy system that cut new-starter turnover in the first month.

Midland Retail DC — **Sydney, NSW**

Shift Team Leader — *Apr 2021 – Apr 2024*

- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- Coordinated with transport planners on daily trailer loading plans.
- Handled agency worker timesheets and checked them against the clocking system.
- Led daily safety briefings and investigated near misses with the H&S manager.

Midland Retail DC — **Sydney, NSW**

Picker/Packer — *Sept 2018 – Jan 2021*

- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Trained new starters on picking, packing and returns processes.
- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.

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)

Forklift licence

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

REFERENCE

Farah Park
Head of Operations, Pennine Cold Chain
Contact: farah@example.com