CARMEN HUGHES

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

PROFESSIONAL EXPERIENCE

Pennine Cold Chain — **Amsterdam**
Warehouse Supervisor — *May 2024 – Present*

- Planned labour for peak, including agency staff, without missing a carrier cut-off.
- Coordinated with transport planners on daily trailer loading plans.
- Rebalanced pick faces before peak so fast movers were closest to dispatch.
- Led the investigation into a mis-shipped pallet and fixed the root cause.
- Learning dbt next quarter is on my development plan.

Northgate Distribution — **Amsterdam**
Team Leader — *Feb 2022 – May 2024*

- Handled agency worker timesheets and checked them against the clocking system.
- Led daily safety briefings and investigated near misses with the H&S manager.
- Reported daily KPIs to the site manager and acted on missed targets.
- Trained new starters on picking, packing and returns processes.

Harrow Parcel Hub — **Amsterdam**
Warehouse Operative — *Oct 2019 – Nov 2021*

- Hit 99.6% pick accuracy for 12 straight weeks by reorganising fast-moving lines.
- Ran weekly toolbox talks on manual handling and racking safety.
- Introduced a buddy system that cut new-starter turnover in the first month.

Northgate Distribution — **Amsterdam**
Warehouse Operative — *Jul 2017 – Aug 2019*

- Ran a shift of 38 operatives across inbound, picking and dispatch.
- 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

Warehouse systems & licences: Forklift licence, BY 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

- Treasurer of a local sports club, keeping the accounts and membership list.
- Volunteer at a local food bank twice a month.

REFERENCE

Elena Johansson
Engineering Manager, Pennine Cold Chain
Contact: elena@example.com