

Craig Dempsey

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Mark Sullivan

Amazon

Dear Mark,

I am writing about the Area Manager position at Amazon's Northampton fulfilment centre. I currently manage a 120,000 sq ft distribution centre at XPO Logistics processing 14,000+ orders daily with a team of 68 operatives across day and night shifts, and the operational intensity and continuous improvement culture at Amazon is what draws me to this role.

At XPO, I increased pick accuracy from 97.1% to 99.6% by introducing zone-based picking and barcode verification at pack stations. I also redesigned the full racking layout over three weekends. Analysing six months of order data to cluster high-velocity SKUs near pack stations. Which reduced average order processing time by 22 minutes per batch and cut the average pick path by 38%. On the cost side, I reduced agency staff spend by £145,000 per year by improving shift forecasting using 18 months of order volume data. Before XPO, I spent two years as assistant warehouse manager at Wincanton where I led the rollout of Manhattan Associates WMS, training all 42 floor staff over six weeks with zero downtime during go-live.

I hold IOSH Managing Safely, a Level 3 Award in Warehouse and Storage, and an RTITB counterbalance forklift licence. I have an HND in Business Management from the University of Northampton with a focus on operations and supply chain. I would welcome the chance to discuss how my approach to layout optimisation and team performance could contribute at Amazon.

Best regards,

Craig Dempsey