

JUNIOR OPERATIONS COORDINATOR

Gemma Whitfield



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BSc Operations Management graduate from the University of Huddersfield with a 12-month placement at Cranswick plc and part-time experience in freight forwarding logistics. During my placement, I helped coordinate production schedules for a line processing 18,000 units per day and identified a scheduling issue that eliminated 3 hours of weekly downtime. Comfortable with SAP, Excel, and project management tools. Looking for a junior operations coordinator role where I can apply my understanding of supply chain processes and continuous improvement to a growing team.

EXPERIENCE

Jul 2024 – Jun 2025

Operations Placement Student, Cranswick plc, Hull

Year-long industrial placement within the operations team at a food manufacturing site producing charcuterie and cooked meats.

- Assisted with daily production scheduling for a line processing **18,000 units per day** across 3 shifts
- Identified a scheduling conflict between two product changeovers that caused **3 hours of downtime per week**, and proposed a resequencing that the production manager adopted within one month
- Tracked raw material deliveries from **12 suppliers** using SAP, flagging late deliveries and updating the planning team
- Compiled weekly KPI reports covering **output, waste, and OEE (Overall Equipment Effectiveness)** for the site manager

Jan 2023 – Jun 2024

Administrative Assistant (Part-Time), Hemisphere Freight Services, Huddersfield

Part-time admin role at a small freight forwarding company, working 15 to 20 hours per week during term time.

- Tracked **40 to 60 shipments per week** across road, sea, and air freight, updating clients on delivery timelines
- Chased customs documentation from overseas agents and reduced the average documentation turnaround from **5 days to 3.5 days**
- Maintained the shipment tracking spreadsheet with **99% data accuracy** over 18 months

EDUCATION

Sep 2021 – Jul 2025

BSc (Hons) Operations Management (with Industrial Placement) in Operations Management, University of Huddersfield, Huddersfield

Graduated with Upper Second Class Honours (**64% average**). Dissertation on *supplier lead time variability in UK food manufacturing*, graded **67%**.

- Relevant modules: Supply Chain Management, Lean Operations, Quality Management, Project Management, Operations Research
- Received the **Best Placement Report** award from the Business School for the 2024/25 cohort

SKILLS

Production Scheduling • SAP (basic navigation, MM module) • Microsoft Excel (pivot tables, VLOOKUP, conditional formatting) • Monday.com (project tracking) • Supply Chain Coordination • KPI Reporting • Inventory Management • Lean Principles (5S, Kaizen basics) • Stakeholder Communication • Data Entry & Accuracy • Problem Solving • Time Management

CERTIFICATIONS

Feb 2025 – Apr 2025

CIPS Level 2 Certificate in Procurement and Supply Operations, Chartered Institute of Procurement & Supply

Jan 2025 – Jan 2025

Six Sigma Yellow Belt, IASSC (via Udemy)

LANGUAGES

English - Native • French - GCSE level

PROJECTS

Sep 2024 – Apr 2025

Dissertation: Supplier Lead Time Variability in UK Food Manufacturing

Analysed how supplier lead time variability affects production planning in 6 UK food manufacturers.

- Collected **12 weeks of delivery data** from 3 manufacturers, covering 340 inbound deliveries
- Found that companies using collaborative forecasting with suppliers reduced late deliveries by **22%**
- Presented recommendations to the Huddersfield Business School research seminar

Oct 2023 – Jan 2024

Group Project: Lean Audit of University Print Services

Lean Operations module project conducting a waste audit of the university's in-house print and copy service.

- Mapped the end-to-end process using **value stream mapping** and identified 3 non-value-adding steps
- Proposed a revised workflow that could reduce average job turnaround from **4 days to 2.5 days**
- Team received a mark of **71%**

REFERENCES

David Marsden

Cranswick plc, available upon request

EXTRA CURRICULAR ACTIVITY

Sep 2023 – Jun 2024

Treasurer, Huddersfield University Netball Club

Managed the finances for a university sports club with **45 members**.

- Oversaw an annual budget of **£2,800**, tracking income from subs and fundraising against kit, transport, and venue costs
- Introduced a spreadsheet tracker that reduced late subscription payments from **30% to 8%** of members

Sep 2022 – Jun 2024

Student Ambassador, University of Huddersfield

Represented the university at open days and applicant visit days over two academic years.

- Led campus tours for groups of **15 to 25 prospective students and parents**
- Supported **8 open day events**, answering questions about student life and the Business School

Jun 2023 – Dec 2023

Volunteer, Huddersfield Food Bank

Weekly volunteer sorting and distributing food parcels at the local Trussell Trust food bank.

- Sorted an average of **120 items per session** and helped distribute parcels to 25 to 30 households per week