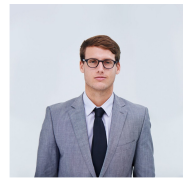


JUNIOR WAREHOUSE SUPERVISOR

Lewis Harper



Milton Keynes, United Kingdom // lewis.harper@gmail.com // +44 7457 829 413 // linkedin.com/in/lewisarper-logistics

Supply Chain Management graduate from De Montfort University with **2 years of warehouse experience** and a proven track record in team coordination, stock accuracy, and process improvement. Promoted to shift team leader within **10 months** at a distribution centre managing a team of **8 operatives**. Reduced picking errors by **25%** through a quality-check process I designed and implemented. IOSH certified with a full UK driving licence and counterbalance forklift licence.

EXPERIENCE

Sep 2024 – Aug 2025

Shift Team Leader, DHL Supply Chain, Milton Keynes

Promoted from warehouse operative to shift team leader at a large distribution centre serving retail clients.

- Managed a team of **8 warehouse operatives** during evening shifts, overseeing picking, packing, and dispatch operations
- Reduced picking errors by **25%** by implementing a double-check verification process at the packing stage
- Achieved a shift productivity rate of **112% of target** consistently across a **6 month period**
- Conducted daily **team briefings** and **health and safety toolbox talks** for all shift members

Sep 2023 – Aug 2024

Warehouse Operative, DHL Supply Chain, Milton Keynes

Part-time warehouse role during university, promoted to team leader after 10 months.

- Picked and packed an average of **150 items per hour**, exceeding the target rate of 120
- Maintained a **99.4% picking accuracy rate** across all shifts, one of the highest in the team
- Completed **counterbalance forklift training** and operated the FLT for stock replenishment and loading

EDUCATION

Sep 2022 – Jul 2025

BSc (Hons) Supply Chain Management in Supply Chain Management, De Montfort University, Leicester

Graduated with Lower Second Class Honours (2:2, **55% average**). Dissertation on the impact of automation on warehouse labour productivity in UK distribution centres, graded **60%**.

- Relevant modules: Warehouse Management, Inventory Control, Operations Management, Lean Six Sigma, Procurement
- Completed a Lean Six Sigma Yellow Belt module as part of the programme

SKILLS

Team Leadership • Warehouse Management Systems (WMS) • Picking & Packing Operations • Stock Accuracy & Inventory Control • Health & Safety (IOSH) • Counterbalance Forklift (FLT) • Lean Six Sigma (Yellow Belt) • Shift Planning • Quality Control • Microsoft Excel • Full UK Driving Licence • Problem Solving

CERTIFICATIONS

Feb 2025 – Feb 2025

IOSH Managing Safely, Institution of Occupational Safety and Health

Mar 2024 – Mar 2029

Counterbalance Forklift Operator (RTITB), RTITB

Jan 2025 – Jan 2025

Lean Six Sigma Yellow Belt, De Montfort University

LANGUAGES

English - Native

PROJECTS

Jan 2025 – Apr 2025

Picking Error Reduction Initiative (Workplace Project)

Designed and implemented a quality-check process to reduce picking errors on the evening shift.

- Analysed **3 months of error data** identifying the top **5 root causes** of mispicks
- Introduced a double-check step at the packing station that reduced errors by **25%** within 8 weeks
- Presented the results to the site manager, who rolled the process out across **all 3 shifts**

REFERENCES

Craig Williams

Shift Manager, DHL Supply Chain, craig.williams@dhl.com, +44 7700 900 927

EXTRA CURRICULAR ACTIVITY

Jun 2024 – Jun 2025

Football Coach - Milton Keynes Youth League

Volunteered as an assistant coach for an under-14 football team.

- Ran **2 training sessions per week** for a squad of **18 players** throughout the season
- Helped the team achieve **2nd place** in the league, their best finish in 4 years