

Craig Dempsey

WAREHOUSE MANAGER

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Warehouse manager with five years of experience running high-volume distribution centres in the East Midlands. Currently managing a 120,000 sq ft facility at XPO Logistics processing 14,000+ orders daily. Strong track record of cutting operational costs and improving pick accuracy through layout redesigns and better shift planning.

EXPERIENCE

Warehouse Manager, XPO Logistics, Northampton

Jan 2023 – Present

Full P&L responsibility for a 120,000 sq ft distribution centre serving retail clients across central England.

- Manage a team of **68 warehouse operatives** across day and night shifts with annual labour budget of £1.9 million
- Increased pick accuracy from **97.1% to 99.6%** by introducing zone-based picking and barcode verification at pack stations
- Reduced average order processing time by **22 minutes** through a full racking layout redesign completed over 3 weekends
- Cut agency staff spend by **£145,000 per year** by improving shift forecasting using 18 months of order data

Assistant Warehouse Manager, Wincanton, Corby

Mar 2021 – Dec 2022

Supported the site manager in running a 85,000 sq ft warehouse handling FMCG goods for Asda.

- Supervised **42 operatives** on the day shift, handling inbound receiving, put-away, and dispatch
- Led the rollout of a new WMS (Manhattan Associates) — trained all floor staff over **6 weeks** with zero downtime
- Reduced stock discrepancies by **34%** by introducing weekly cycle counts and adjusting reorder triggers

Warehouse Team Leader, DHL Supply Chain, Daventry

Jun 2019 – Feb 2021

Coordinated daily operations for a team of 18 within a large multi-client distribution hub.

- Managed picking and packing for **6,000+ daily orders** with a 98.8% on-time dispatch rate
- Achieved **zero lost-time injuries** over 20 consecutive months by running weekly toolbox talks and near-miss reviews
- Trained **12 new starters** on RF scanners, forklift safety, and manual handling procedures

EDUCATION

HND in Business Management, University of Northampton, Northampton

Sep 2017 – Jun 2019

Focused on operations management and supply chain logistics. Completed a placement project with Kuehne+Nagel analysing warehouse throughput efficiency.

SKILLS

Warehouse Management Systems (Manhattan, SAP WM) • Inventory Control & Cycle Counting • Health & Safety Compliance • Team Leadership & Shift Planning • Forklift Operations (Counterbalance, Reach) • Lean Warehousing & 5S • KPI Reporting & Dashboard Management • Budget Management • Returns & Reverse Logistics • Microsoft Excel & Power BI

CERTIFICATIONS

IOSH Managing Safely, Institution of Occupational Safety and Health

Mar 2022 – Mar 2027

Counterbalance Forklift Licence (RTITB), RTITB

Aug 2019 – Aug 2024

Level 3 Award in Warehouse & Storage, Highfield Qualifications

Nov 2021

LANGUAGES

English (native) • Polish (basic conversational)

PROJECTS

Racking Layout Redesign – XPO Logistics

Jun 2023 – Aug 2023

Redesigned the full warehouse layout to reduce travel time and improve pick flow.

- Analysed **6 months of order data** to identify high-velocity SKUs and cluster them near pack stations
- Reduced average pick path by **38%** and cut order processing time by 22 minutes per batch
- Completed the physical move over **3 weekends** without disrupting weekday operations

WMS Migration – Wincanton

Jan 2022 – Jun 2022

Coordinated the warehouse-side rollout of Manhattan Associates WMS replacing a legacy system.

- Created training materials and ran **14 floor sessions** for 42 operatives over 6 weeks
- Achieved **zero unplanned downtime** during the go-live weekend
- Post-migration pick rate improved by **11%** within the first month

REFERENCES

Darren Holt

Regional Operations Director, XPO Logistics
darren.holt@xpo.com, +44 7700 900 412

Sarah Knowles

Site Manager, Wincanton
sarah.knowles@wincanton.co.uk, +44 7700 900 518

EXTRA CURRICULAR ACTIVITY

Volunteer – Northampton Food Bank

Jun 2022

Help organise weekly food parcel sorting and distribution. Introduced a simple inventory tracking sheet that reduced waste by about 20%.

Sunday League Football – Kingsthorpe FC

Sep 2018

Play centre-back and help with kit logistics and pitch bookings. Won the Northampton Sunday League Division 2 title in 2023.