

Dean Whitfield

Warehouse Worker

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Warehouse operative with eight years of experience in high-volume fulfilment and distribution centres. Currently a shift lead at a 400,000 sq ft Amazon facility processing 120,000+ units per day. Counterbalance and reach truck licensed with a clean safety record across all roles.

EXPERIENCE

Warehouse Shift Lead, Amazon (BHX4 Fulfilment Centre), Coventry Nov 2021 – Present

Leading a team of 35 associates on the outbound ship dock during night shift.

- Coordinate nightly dispatch of **18,000–22,000 packages** across 14 trailer loads
- Maintained a **99.4% on-time dispatch rate** over the 2024 peak season (October–December)
- Reduced misspick rate from **1.8% to 0.6%** by introducing a buddy-check system at pack stations
- Trained **40+ new starters** on pick processes, safety protocols, and handheld scanner operation

Warehouse Operative, DHL Supply Chain (Jaguar Land Rover Contract), Castle Bromwich Mar 2019 – Oct 2021

Worked in the parts distribution centre supplying components to the Castle Bromwich production line.

- Picked and kitted **350+ parts orders per shift** for just-in-time delivery to the assembly line
- Operated counterbalance and reach trucks in narrow-aisle racking up to **8 metres high**
- Zero accidents or near-misses over **2.5 years** — received a DHL safety recognition award

Warehouse Operative, Ocado (Dordon CFC), Dordon Jun 2017 – Feb 2019

Ambient and chilled picking in a customer fulfilment centre handling 30,000 orders per week.

- Consistently picked at **140%+ of target rate**, ranking in the top 10% of the shift
- Managed stock rotation and date checking for **2,400 ambient SKUs**
- Assisted with inventory counts — helped reduce stock variance from **2.1% to 1.3%** over 6 months

Warehouse Assistant, Royal Mail (Coventry Mail Centre), Coventry Sep 2015 – May 2017

Sorted and processed incoming and outgoing mail and parcels during the early morning shift.

- Handled an average of **6,000 items per shift** including large letters and small parcels
- Operated automated sorting machinery and resolved jams to maintain throughput
- Worked every Christmas peak period — shifts of **10–12 hours** over a 6-day week

EDUCATION

GCSEs in Including Maths (B) and English (C), Caludon Castle School, Coventry Sep 2010 – Jun 2015

8 GCSEs grades A–C including Maths, English, and Design Technology.

SKILLS

Counterbalance Forklift (Licensed), Reach Truck (Licensed), RF Scanner / Handheld Devices, Pick, Pack & Dispatch, Stock Rotation (FIFO), Inventory Management, Team Leadership & Shift Coordination, Health & Safety Compliance, Warehouse Management Systems (WMS), Manual Handling

CERTIFICATIONS

Counterbalance Forklift Licence, RTITB Apr 2019 – Apr 2025

Reach Truck Licence, RTITB Apr 2019 – Apr 2025

IOSH Managing Safely, Institution of Occupational Safety and Health Jun 2022

LANGUAGES

English (native)

PROJECTS

Peak Season Planning – Amazon BHX4

Aug 2024 – Dec 2024

Co-led the outbound planning for the Q4 2024 peak season.

- Helped recruit and onboard **85 seasonal associates** over a 6-week ramp-up
- Redesigned the dock loading sequence, cutting average trailer turnaround from **45 minutes to 32 minutes**
- Achieved **99.4% on-time dispatch** across the busiest period, up from 97.8% the year before

Mispick Reduction Initiative – Amazon BHX4

Jun 2022 – Dec 2022

Proposed and implemented a buddy-check quality process at the pack stations.

- Reduced outbound mispick rate from **1.8% to 0.6%** within 4 months
- Process was adopted across **3 other shift teams** at the same facility

REFERENCES

Karen Pryce, Area Manager, Amazon (BHX4), karen.pryce@amazon.co.uk, +44 7700 900 671

Martin Doyle, Operations Supervisor, DHL Supply Chain, martin.doyle@dhl.com, +44 7700 900 782

EXTRA CURRICULAR ACTIVITY

Coach – Coventry Sphinx Youth Football

Sep 2020

Assistant coach for the under-14s team. Run two training sessions a week and manage matchday logistics for away fixtures.

First Aider – Amazon BHX4

Mar 2022

Designated first aider on the night shift. Completed a 3-day HSE-approved first aid at work course. Responded to 12 incidents in the past year.