

James Thornton

07700 900123 | james.thornton@email.com | linkedin.com/in/james-thornton-logistics | Coventry, UK

Personal Statement

Highly accomplished and results-driven Warehouse Operations Manager with 8 years of progressive experience in fast-paced logistics environments, specialising in optimising operational efficiency and leading high-performing teams. Proven ability to streamline processes, enhance productivity, and significantly reduce costs through strategic planning and effective resource management. Eager to leverage expertise in large-scale distribution and continuous improvement methodologies to drive exceptional performance and contribute to the strategic objectives of Amazon UK.

Work Experience**Senior Shift Supervisor** | DHL Supply Chain, Coventry

June 2019 – Present

- Managed a team of 45-60 warehouse operatives across inbound, outbound, and inventory control, ensuring daily operational targets were consistently met for a major retail client.
- Implemented new pick-to-light technology, increasing picking accuracy by 12% and reducing picking errors by 8% within the first 6 months, leading to a 5% reduction in customer returns.
- Oversaw the successful integration of a new WMS module, resulting in a 15% improvement in inventory cycle count accuracy and a 10% reduction in stock discrepancies, saving an estimated £25,000 annually in write-offs.
- Developed and delivered comprehensive training programmes for new hires and existing staff, reducing onboarding time by 20% and improving overall team productivity by 7%.
- Achieved a 98.5% on-time dispatch rate for over 15,000 parcels daily, consistently exceeding client KPIs and contributing to a 10% increase in client satisfaction scores.

Shift Supervisor | Wincanton, Daventry

August 2016 – May 2019

- Supervised daily warehouse operations for a 20,000 sq ft distribution centre, leading a team of 25 operatives in receiving, storage, picking, packing, and dispatch.
- Initiated a lean Six Sigma project focused on optimising pallet put-away routes, reducing travel time by 18% and increasing throughput by 10% during peak periods.
- Managed daily labour planning and resource allocation, achieving a 95% adherence to budget while maintaining productivity levels, saving approximately £15,000 annually in overtime costs.
- Conducted regular performance reviews and provided coaching, resulting in a 25% reduction in staff turnover within my shift and fostering a positive work environment.
- Ensured strict adherence to health and safety regulations, achieving 0 lost-time incidents for 3 consecutive years and passing all internal and external audits with excellent ratings.

Warehouse Operative | XPO Logistics, Rugby

September 2014 – July 2016

- Performed a variety of warehouse tasks including goods receiving, order picking, packing, and loading using MHE (Reach Truck, Counterbalance).
 - Consistently exceeded individual picking targets by an average of 15% and maintained a 99.8% accuracy rate.
 - Identified and reported potential hazards, contributing to a safer working environment and proactively participating in team safety briefings.
 - Trained 5 new operatives on warehouse procedures and safety protocols, demonstrating strong teamwork and communication skills.
-

Education

BSc (Hons) Logistics and Supply Chain Management | Coventry University

September 2011 – June 2014

- Achieved: 2:1

A-Levels | King Henry VIII School, Coventry

September 2009 – June 2011

- Mathematics (B), Business Studies (B), Geography (C)

GCSEs | King Henry VIII School, Coventry

September 2004 – June 2009

- 9 GCSEs including English (A), Maths (B), Science (B)
-

Core Skills

- Warehouse Operations Management
- Team Leadership & Development
- Inventory Management (WMS, SAP, Oracle)
- Logistics & Supply Chain Optimisation
- Health & Safety Compliance (IOSH)
- Process Improvement (Lean, Six Sigma)
- Performance Management
- Budget Management & Cost Control
- Data Analysis & Reporting
- Material Handling Equipment (MHE)
- Customer Service Excellence
- Problem Solving & Decision Making
- Strategic Planning
- Cross-functional Collaboration
- Continuous Improvement

SAMPLE