

Michael Banks

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PROFILE

A competent senior manager with extensive retail and project management experience in a fast-moving environment. Target and results focussed with strong communication and motivational skills. Builds effective teams through inspirational leadership and management skills. Logical, analytical and able to use initiative to achieve both personal and company objectives.

KEY SKILLS / ACHIEVEMENTS

- Assessment and Training
- Effectively Evaluate Goals
- Excel in independent thinking
- Operations Management
- Goal and Target Setting Skills
- Quality Assurance
- Logistics Management
- Team Leadership
- Staff Training

Achievements

- Improved delivery and despatch handling processes by reducing turnaround times by 3% and saving the company £500,000 a year
- Designed, developed and implemented new warehouse and storage layout and improved the efficient picking and packing of customer orders by 4% over the last 12 months
- Integrated strict quality controls with suppliers and warehouse teams, resulting in 7% fewer customer complaints regarding damage, savings of £250,000 and substantially enhancing customer service

CAREER HISTORY

ACTIVELY SEEKING EMPLOYMENT

Jan 2010 – Present

AMAZON

Nov 2005 – Dec 2009

Warehouse Manager

A NASDAQ 100 listed dynamic and successful US based multinational electronic commerce organisation employing over 33,000 staff, with annual revenues in excess of \$34 billion.

- Implemented the company strategic plan ensuring high quality products were received, stored, retrieved and dispatched in a complex environment to meet differing customer requirements
- Accountable for ensuring quality, delivery budget and environmental objectives were met
- Managed, motivated and encouraged a team of warehouse staff to carry out their duties to ensure productivity targets were met and held regular team briefings
- Designed, developed and implemented new warehouse and storage layout and improved the efficient picking and packing of customer orders by 4% over the last 12 months
- Maintained the efficient operations of onsite logistics, transport, computerised administration systems and the automated storage and retrieval systems
- Improved delivery and despatch handling processes by reducing turnaround times by 3% and saving the company £500,000 a year
- Responsible for overseeing picking, packing, distribution activity, stock control and processing orders
- Carried out regular staff appraisals and performance reviews, scheduling rotas and dealing with absence
- Identified staff requirements, took part in interviewing and selecting appropriate candidates, induction training and on-going personal development
- Integrated strict quality controls with suppliers and warehouse teams, resulting in 7% fewer customer complaints regarding damage, saving the company £250,000, substantially enhancing customer service
- Organised and planned the warehouse to achieve maximum efficiency of space by arranging the most effective use of storage locations enabling the team to stack the goods in the correct storage bays
- Liaised with professional teams from other departments and maintained productive working relationships and streamlined operation resulting in optimum production output
- Produced management and productivity reports and statistical data on a regular basis in order to assist with planning future capacity requirements

Management CV

- Scheduled and carried out regular stock and quality control audits and produced relevant reports
- Increased staff morale and created excellent and beneficial working relationships within the team
- Complied with strict Health and Safety, Fire Awareness and Security procedures, policies and standards

Warehouse Supervisor

Jul 2001 – Oct 2005

- Responsible for strong leadership and efficient management of a team of staff, and the optimum organisation of their workload, and performance
- Experienced in planning rosters and delegating tasks to team members, dealing with any issues of absence promptly so as to avoid any disruption of services
- Conducted daily team briefings, delegating jobs and informing the staff of any important updates
- Responsible for overseeing, monitoring and reporting on the team's performance, providing feedback and guidance to improve outputs
- Maintained staff confidentiality at all times, keeping accurate staff records securely
- Developed excellent communication, interpersonal and time management skills
- Increased staff morale and created excellent and beneficial working relationships within the team
- Complied with Health and Safety in the Workplace, Retail Law, Security, Welfare and Fire Safety

THE WHITE LION PUBLIC HOUSE

Jan 1997 – Jun 2001

Bar Associate

A Grade II listed Public House with extensive quality facilities for families and patrons, serving exclusive artisan handmade Ales using ancient recipes in luxurious and relaxing surroundings.

- Promoted a welcoming and relaxing atmosphere, where customers received a friendly and efficient service, and endeavoured to maintain the bar to exceptional standards
- Presented menus, took orders for food and drinks and once the orders were ready, the food and drinks were served in a friendly and courteous manner
- Dealt with payments promptly and responsibly operated the till, handling cash and credit /debit cards, reconciling the monies at the end of each evening
- Displayed the ability to remain calm under pressure whilst delivering excellent service
- Developed excellent communication, customer service and listening skills, as constantly talking to customers from different backgrounds, age groups and walks of life
- Complied with strict Health and Safety, Food Hygiene, Fire Awareness, Welfare and Environmental and Waste procedures, policies and standards

QUALIFICATIONS

- NVQ Level 3 and 4 Supervisory Management, Kingston College, Surrey
- GCSE passes: Mathematics (B), English (B), Biology (C), Chemistry (C), Geography (D), History and French, Imperial High School, Hertfordshire

TRAINING

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| ▪ Building Strong Customer Relationships | ▪ Health and Safety at Work |
| ▪ Dealing with Challenging Customer Interactions | ▪ First Aid at Work |
| ▪ Negotiating Skills in Action | ▪ Manual Handling |
| ▪ Effective Time Management | ▪ Fire Safety |
| ▪ Conducting Performance Reviews | ▪ Flammable Liquid Safety |

IT SKILLS

- Microsoft Word, Excel, PowerPoint and Outlook

ADDITIONAL INFORMATION / INTERESTS

- Volunteer Steward at local football matches and fund raiser for charity matches
- Enjoy reading, walking, playing snooker and socialising with family and friends
- Additional languages: Spanish (fluent) and French (conversational)
- Driving licence: Full, clean UK licence

References available upon request