**Sean**

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**Date of Birth:**  3rd December 1986

**Nationality:** British

**Marital Status:** Single

**Management Profile**

I am ahard working, engaging and determined leader with vast experience working with large teams in retail andlogistics environments. I have extensive experience working on a Day 1 for Day 3 lead time and a Day 1 for Day 2 Just in Time basis. I am a dedicated manager who thrives working under pressure and drives high standards and continuous improvement through people and processes with a passion for customer service. I have an exceptional history of delivering results on budget and to time scales through engagement and uncompromising leadership.

**Employment History**

*2015*  **Warehouse Shift Manager**

*To Brakes Brothers*

*Present Scotland*

I currently manage a team of 16 Line Managers with over 170 staff across all warehouse functions. My role requires me to deputise for the Operations Manager in his absence, which involves the day to day running of the entire depot across warehouse, distribution and stock/administration functions. This results in over 350 colleagues reporting directlyto me and I report directly to the business leadership team.

* Streamlined Employee Engagement and Communication, resulting in a 13 point significant increase on our Employee Engagement Survey 2016 for these categories.
* Led stock team, reducing deficit from -£40,000 and run at 0.13% cost of sales against a budget of 0.24%.
* Implemented and managed three projects, resulting in improvements, reduced intense labour at peak times and increased productivity.
* Manage all stock deliveries to the Annual Golf Open at Royal Troon on a Day 1/Day 2 Delivery schedule.
* Manage absence, conduct and performance of colleagues in my teams.
* Review and implement necessary changes against budget including adjusting colleague work timings, resulting in a saving on costs as well as increasing productivity.
* Analysing deep data to challenge the company moving from LSU to cases versus planned savings.
* Coaching and developing line managers both locally and internationally.

*2014* **Warehouse Team Manager**

*To Brakes Brothers*

*Present Scotland*

Prior to my role as warehouse shift manager, I developed my management skills as warehouse team manager. In this role I was responsible for leading and coordinating a new site opening. During this time I implemented and raised standards of work through engagement and discussion with line management. Some key responsibilities included:

* Driving a safety culture, ensuring colleagues were engaged and trained.
* Improving customer experience by raising the standards of team members.
* Creating a change in culture through challenging processes and policies.
* Planning daily operation, tasks and manpower for the depot, meeting targets within budget.
* Conducting disciplinary hearings where necessary.

*2011* **Warehouse Shift Manager**

*To Co-operative Food Retail Logistics*

*2014 Scotland*

While employed as the warehouse shift manager, I managed a team of over 100team members across the depot.I was responsible for delivering the overall performance of the depot through managing absence, performance and the welfare of all colleagues. In this role I coordinated recruitment, utilising resources available to ensure that the highest standard of candidates were selected for employment. Some key responsibilities and achievements include:

* Implementing changes in processes to increase operational effectiveness and helping reduce costs by 10%. I increasedperformance by 8% and delivered exceptional standards for the customer within the target delivery window.
* Delivering and implementingnew picking process within the freezer operation, resulting in a 15% increase in performance, reduced labour costs and increased overall productivity for the shift and the depot.
* Managing a working party and delivering increased performance in excess of 18%, while reducing absence levels by 50%.
* Collaborating with other team managers to deliver a consistent approach across all shifts, all sections and the depot within a FMCG setting.
* Working with other departments, redeploying colleagues to ensure that non-negotiable targets were met.
* Analysing forecasted volumes to ensure that the correct people are in place to deal with peaks in volume.
* Deputising for the line manager in their absence to plan, resource and managea teamof 11 Managers across the depot and reporting directly to senior management through operational and end of shift meetings.
* Working in partnership with other members of the management team to plan and deliver the ‘one way forward’ programme to all colleagues across the depot, increasing overall performance on each shift whilst holding all teams to account for results.

*2010* **Non Food Manager**

*To Tesco Stores*

*2011 Scotland*

As a non-food manager for Tesco stores, I managed a team of over 80 employees within a busy customer focused environment. During this time I oversaw all aspects of the megastore in the absence of the senior management team. I was accountable for absence, performance and welfare of the store as well asmanaging rotas and holidays for my department, ensuring full cover to service the customer. Some other responsibilities of my role include:

* Auditing tasks to ensure procedures and processes were followed on a daily basis.
* Co-ordinating the redeploying of staff to areas that needed support.
* Analysing waste/shrink reports and put in place corrective measures to tackle shortfall.
* Completed health and safety and legal training for my department, rolling it out to colleagues encouraging a safety first attitude.
* Monitoring weekly KPI's to ensure they were in line with budget.
* Completing annual reviews for my department ensuring that under performers had development plans and PDP targets were reviewed regularly.

*2008* **Team Leader on Options Management Programme**

*To Tesco Stores*

*2010 Scotland*

As a team leader on the operations management programme for Tesco Stores, I coached and developed a team in excess of 200 customer assistants through one to one training. During this time, Ideveloped training tools for customer service and rolled it out to ensure colleagues were confident and consistent when answering customer queries. I monitored and set up a control measure of standards for customer assistants and as a result, standards were raised through consultation and feedback sessions.

**Education**

*Sep 2016* **University of West of Scotland (UWS)**

*To BA with Honours*

*Present Business*

**Professional Development**

**Brakes Brothers**

*Scotland*

*Managementcourses completed*

* HR Management for Senior Managers
* Communication Academy
* Core Management Development

**Co-operative Food Retail Logistics Leadership Programme**

*Scotland*

*Management and leadership courses completed*

* True North Leadership
* ERCC
* Behaviour Management
* Effective Leadership
* Situational Leadership
* Win/win Management
* People Management
* Performance Management
* Leading Performance
* Assertive Leadership

**Tesco Stores Options Management Programme**

*Scotland*

*Management and leadership courses completed*

* Improving and Managing Performance
* Training Skills
* Coaching High Performance
* Implementing Change
* Crisis Management
* Disciplinary and Grievance Procedures
* Managing under the Equality Act
* Managing Holidays
* Personal Effectiveness
* Delegation Skills
* Managing Theft/Shrink and Waste
* Working with food safely

**Interests and Hobbies**

I enjoy live sporting events as well as participating in a variety of sports. The social aspect involved is excellent especially when participating in team sports, which is excellent for building teamwork, communication, progression and high achievement.

I am a qualified football coach and I have thrived working under pressure in some intense football matches. I have progressed my management and communication skills while building up a strong working relationship with the teams that I coach and manage.