Rajan Mistry

Operations Manager

Northampton · 07700 900886 · rajan.mistry@example.com

Profile

Operations manager with five years running a 24-hour chilled distribution centre of 140 staff, after six years as a shift manager on the same site. Leads four shift managers, holds a £6.2 million operating budget and answers to the general manager for safety, service and cost. Holds the Operations Manager Level 5 apprenticeship and is a member of the Chartered Management Institute. Looking for a larger site or a multi-site role.

Experience

Operations Manager, *Meadway Logistics, Northampton* **April 2021–present**

- Run a 24-hour chilled distribution centre: 140 staff over three shifts, about 22,000 cases a day to 180 stores.
- Lead four shift managers through monthly objectives and one-to-ones; two have been promoted, one to operations manager at another site.
- Hold the £6.2 million operating budget, including agency labour, and finished the last two years within 1% of it.
- Raised pick accuracy from 99.2% to 99.7% and cut stock written off from 1.4% to 0.9% of sales, with daily performance boards and shift reviews.
- Led the move to a new warehouse management system in 2024: planned the go-live, trained all 140 staff, and no store missed a delivery.
- Plan staff and agency labour eight weeks ahead of the Christmas peak, when volume doubles, with HR and the agency.
- Lead health and safety on site: reportable accidents down from five a year to one, with forklift refresher training and near-miss reporting.
- Replaced the gas forklift fleet with electric trucks in 2023, saving about £60,000 a year in fuel.

Shift Manager, *Meadway Logistics, Northampton* **2015–2021**

- Ran the night shift of 45 staff, from goods in to the last trailer out, and reported each morning on output and accuracy.

Qualifications

- Operations Manager Level 5 Apprenticeship, Distinction (2023)
- Member, Chartered Management Institute (2023)
- IOSH Managing Safely (2019)
- A levels in Business (B) and Geography (C)

Skills

- Labour planning and peak resourcing
- Budgets, forecasts and agency spend
- Warehouse management systems; Excel and Power BI reports
- Risk assessments and accident investigation
- Coaching and performance management