ALEX EXAMPLE

Glasgow, G1 | 07700 900123 | alex.example@example.com | linkedin.com/in/alex-example

Example CV – fictional person and employers, for illustration only. Replace every detail with your own.

PERSONAL STATEMENT

Reliable and friendly warehouse and customer service worker with four years' experience in fast-paced logistics and retail roles. Known for accurate picking, safe working and calm, helpful customer service. Holds a counterbalance forklift licence and speaks English and Polish. Looking for a warehouse operative or customer service role in Glasgow where I can help a team hit its targets.

KEY SKILLS

- Order picking and packing with handheld scanners (RF guns)
- Counterbalance forklift licence (example: valid until 2028)
- Stock control, goods-in checks and returns processing
- Customer service in person, by phone and by email
- Health and safety, manual handling and PPE awareness
- Microsoft Excel, Outlook and warehouse management systems
- Languages: English (fluent), Polish (native)

WORK HISTORY

Warehouse Operative | Example Logistics Ltd (example), Glasgow *Mar 2024 – Present*

- Pick and pack around 120 orders per shift with 99.8% accuracy, above the team target of 99.5%.
- Trained 6 new starters on scanners, safe lifting and picking routes.
- Suggested a new bin-labelling layout that cut walking time on my aisle by about 15%.
- Operate a counterbalance forklift to load and unload deliveries safely.

Customer Service Assistant | Example Retail Store (example), Glasgow *Jun 2022 – Feb 2024*

- Served up to 200 customers a day on tills and the help desk.
- Handled returns, refunds and complaints, keeping a 4.7/5 customer feedback score.
- Restocked shelves and ran weekly stock counts, reducing count errors on my section.
- Covered supervisor duties on evening shifts, including cashing up and opening/closing.

Delivery Driver's Mate | Example Parcels Co. (example), Kraków *Jan 2020 – May 2022*

- Loaded vans and delivered around 90 parcels a day to homes and businesses.
- Checked delivery notes and got signatures, with very few missed or failed deliveries.
- Kept a clean safety record with no accidents or damaged goods claims.

EDUCATION AND QUALIFICATIONS

Technical Secondary School Diploma (Logistics) | Example Technical School (example), Kraków *2015 – 2019*

Comparable to SCQF Level 6 (UK ENIC statement of comparability, example).

Counterbalance Forklift Licence | Example Training Centre (example), Glasgow *2024*

Emergency First Aid at Work (1 day) | Example Training Centre (example), Glasgow *2023*

ADDITIONAL INFORMATION

- Right to work: Full right to work in the UK.
- Full UK driving licence (category B).
- Available for day, evening and weekend shifts.
- Interests: five-a-side football and volunteering at a local food bank.

REFERENCES

References available on request.