

**IZABELA  
KORTALA**

## PROFILE

I'm a hardworking individual who can use my own initiative and work as a part of a team. With vast experience in warehouse procedures and customer service who is willing and able to learn and develop new skills. A dynamic approach to work to get the task completed to a high standard and within company objectives. Possesses the ability to lead and motivate others to see things through to completion. Enjoys the challenge of identifying and resolving problems with an exceptional eye for detail. Looking to expand current skills and knowledge within challenging working environments.

## CONTACT

### PHONE:

07432649329

### EMAIL:

lkortala@yahoo.com

## SKILLS

A high level of communication – the ability to liaise effectively with people at all levels

Excellent organisational and time management – understands the importance of making deadlines

IT literate – good knowledge of Microsoft applications

Ability to follow and carry out instructions to the standards set

## ADDITIONAL INFO:

First Aid trained  
Full driving license  
Forklift operator (14 years experience)

## REFERENCES

Available upon Request

## EDUCATION/TRAINING

08/04/22 – 10/04/22

SIA CCTV Operator Course

01/03/22 – 06/03/22

SIA Door Supervisor Course

07/10/11

Manual Handling Risk Assessment and Kinetic Handling: Training for Handling Trainers. Five-day course delivered by Human Applications and recognized by IOSH.

### Swietokrzyska Academy Poland

1999 - 2006

Postgraduate in Computer Science

Master's degree in Geography

Bachelor's Degree in Geography

## WORK EXPERIENCE

### YOOX-NETAPORTER (WC Workforce) Distribution Assistant

17/10/2023–Present

- Quality Checking items before processing to outband team
- Tagging and processing units
- Inspecting all returned goods to ensure they have been returned correctly and in accordance with our terms and conditions.
- Processing customer returned orders as quickly and efficiently as possible to meet targets always ensuring accuracy.
- Packing in accordance with customer orders

### Menzies Distribution: Pallet Operation

17/03/2014–19/08/2023

- Use forklift to load and unload vehicles
- Scan pallets into warehouse
- Print daily manifests
- Compile drivers loading list
- Check drivers' paperwork
- Scan pallets to vehicle as per loading sheet

### Menzies Distribution: Supervisor

06/06/2011–16/03/2014

- Responsible for shift of min. 20 staff
- Ensure the unloading and splitting of papers and magazines was done within a specified time
- Overseeing packing of magazines/periodicals supplies is carried out efficiently and in accordance with customer orders and publisher requirements
- Ensure safe working environment to comply with company policies
- Supervise and train new staff to carry out their duties accurately and give direction where needed

### Menzies Distribution: Team Leader

18/10/2010–05/06/2011

- Assist the supervisor in safe running of warehouse
- Oversee that staff carry out their duties they are set and within the time allocated
- Carry out parcel and cage checks
- Ensure warehouse is kept clean, tidy and safe at all times.

**Menzies Distribution: Packer/Driver**

04/06/2007–17/10/2010

- Prepare and pack magazines/periodical products
- Undertake any additional warehouse duties as requested
- Adhere to health and safety policies

**Cue Personnel Cleaner**

01/08/2006–03/06/2007

**Indian Cuisine Waitress**

10/06/2006–03/07/2006

Greeting guests and taking drink and food orders.

Staying attentive to the needs of guests in the dining area.

Delivering food from the kitchen to the guests.

Ensuring the food order is made correctly by kitchen staff and looks presentable for guests.

Following health code standards with regards to the handling of food.

**Grocer's Industrial Store Assistant**

01/02/2005–01/06/2005

Maintain stock levels in store

Create merchandising displays

Assist customers by identifying products to suit their needs

Handle payments

Deliver customer service

Receive and unpack stock

**Grocer's Paper Store Assistant**

10/01/2005–01/06/2005

Maintain stock levels in store

Create merchandising displays

Assist customers by identifying products to suit their needs

Handle payments

Deliver customer service

Receive and unpack stock

**Holiday Camp Poland Waitress**

01/07/2003–31/08/2003

Greeting guests and taking drink and food orders,

Staying attentive to the needs of guests in the dining area

Delivering food from the kitchen to the guests.

Ensuring the food order is made correctly by kitchen staff and looks presentable for guests

Following health code standards with regards to the handling of food

**Colarado Restuarant Barmaid/Waitress**

01/06/2002–31/08/2002

Greeting guests and taking drink and food orders,

Staying attentive to the needs of guests in the dining area

Delivering food from the kitchen to the guests.

Ensuring the food order is made correctly by kitchen staff and looks presentable for guests

Following health code standards with regards to the handling of food