

## **CHAD OSBOURNE**

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### **Professional Summary**

Highly motivated and adaptable professional with a proven track record in operational excellence and customer service. Equipped with strong problem-solving skills, exceptional attention to detail, and a collaborative team spirit. Demonstrates the ability to excel in dynamic environments while consistently delivering results. Now seeking to leverage my experience in logistics, operations, customer engagement, and sales to contribute to an organisation's success.

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### **Professional Experience**

#### **Sales Representative | Vertex Organisations**

*January 2025 – Present*

- Actively promote and sell company products, consistently meeting sales targets.
- Cultivated strong relationships with clients, resulting in a 15% increase in repeat business.
- Managed product inquiries and provided tailored solutions to meet client needs.
- Assisted in sales strategy development, leading to a 10% growth in sales within the first quarter.

#### **Warehouse Operative | Challenge TRG**

*February 2024 – December 2024*

- Increased order fulfilment accuracy to 98% by refining picking and packing methods.
- Conducted weekly inventory audits, reducing stock discrepancies by 15%.
- Ensured 100% compliance with health and safety regulations, earning audit recognition.
- Optimised team workflows, improving dispatch efficiency by 10%.

#### **Warehouse Operative | DPD**

*May 2023 – January 2024*

- Operated Warehouse Management Systems (WMS) to track and process orders efficiently.
- Improved shipment handling times by implementing best organisational practices.
- Actively participated in team briefings, contributing workflow optimisation ideas.

## **Warehouse Operative | Amazon**

*September 2022 – March 2023*

- Processed an average of 150+ orders daily, maintaining high speed and quality standards.
- Identified operational bottlenecks, reducing processing time by 8%.
- Maintained equipment and workspaces, ensuring operational safety and efficiency.

## **Cashier | Primark, London**

*November 2021 – August 2022*

- Delivered exceptional customer service, achieving a 100% positive feedback score.
  - Balanced tills accurately and prepared cash deposits with zero discrepancies.
  - Assisted in visual merchandising efforts, increasing sales during peak seasons.
  - Supported loss prevention initiatives, reducing inventory shrinkage by 12%.
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## **Technical Skills**

Inventory Control, Order Fulfilment, Microsoft Excel.

## **Soft Skills**

Team Collaboration, Problem-Solving, Attention to Detail, Customer Service.

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## **Education**

### **A-Levels | Engineering & Business**

South Bank UTC, London – June 2022

### **GCSEs | City Heights**

August 2020 | Subjects: Maths, English Language, Science, Sports Studies

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## **Certifications**

NCFE Level 3 in Cybersecurity

Full UK Driving License (Category B)

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## **Achievements**

- Reduced stock discrepancies by 15% through diligent inventory checks.
  - Achieved a 98% accuracy rate in order fulfilment across multiple roles.
  - Recognised as a top performer during internal safety audits at Challenge TRG.
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