

MADELINE KIM REDWOOD

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Experienced Administrative Professional | Proven in Office & Warehouse Environments | Strong Foundation in HR & Executive Support

Experienced administrative professional with 19 years' success across warehouse and transport office environments, specialising in stock control, auditing, and customer liaison. Recognised for streamlining operational workflows, leading internal audits, and supporting HR and compliance functions within fast-paced, stock-driven businesses. Proven ability to adapt quickly to new systems, train others, and handle customer complaints with empathy and professionalism. Now seeking to transition into a Personal Assistant or HR Administrator role where administrative expertise, stakeholder communication and organisational acumen can add significant value.

AREAS OF EXPERTISE

Office Administration | Stock & Inventory Control | Internal Auditing & ISO Compliance | Executive Support | Human Resources Assistance | Customer Service & Complaint Resolution | Diary & Calendar Management | Minute-Taking & Meeting Coordination | Transport & Logistics Scheduling | Data Entry & Accuracy | Staff Training & Coordination | Process Improvement | Multi-System Software Proficiency | Confidential Document Handling | Stakeholder Communication | Time Management & Task Prioritisation | Adaptability in Fast-Paced Environments |

PROFESSIONAL EXPERIENCE

ADMIN ASSISTANT: J L Priestley Bulk Services Ltd, Lincolnshire

Nov 2023 – Aug 2025

Reported directly to the General/Transport Manager as part of a small, fast-paced administrative and logistics team. Supported the daily operational running of the warehouse and office, working closely with customers and hauliers to ensure accurate stock handling, timely deliveries, and compliance with industry standards in the storage and nationwide distribution of dried fruits and nuts.

- Maintained up-to-date and accurate stock records through full-cycle data entry, including delivery scanning, input of batch numbers and BBE dates, and attaching photographic documentation
- Generated and issue detailed stock confirmations to customers following each delivery, ensuring clarity in pallet counts, product quantities, and reference data
- Coordinated inbound and outbound transport schedules, liaising with clients and hauliers to confirm delivery appointments and minimise delays
- Responded to customer queries and complaints with professionalism, investigating issues promptly and providing timely resolutions in line with service standards
- Supported scheduled and ad hoc stocktakes, leading investigations into stock discrepancies and working collaboratively with the warehouse team to resolve variances
- Conducted internal audits in line with ISO and HACCP compliance standards, ensuring all required documentation is accurate, on file, and submitted on time
- Learned and operated across three different warehouse management systems, adapting quickly and taking the lead on training other staff to ensure system consistency
- Provided administrative support to HR processes, including onboarding, maintaining employee records and absence tracking
- Communicated daily with both internal departments and external customers, relaying accurate updates and ensuring a professional interface at all times
- Suggested and implemented process improvements to enhance accuracy and reduce delays in administrative and stock handling workflows

ASSISTANT WAREHOUSE MANAGER / OFFICE ASSISTANT: George H. Kimes, Lincolnshire

2015 – 2023

Held a hybrid role supporting both administrative and operational aspects of the warehouse, acting as a key liaison between transport operations, stock control, and customer service. Played a critical part in ensuring the smooth daily running of stock movements and transport scheduling across a high-volume warehousing environment.

- Managed full-cycle stock administration, including accurate input and removal of customer products within warehouse systems, ensuring all data entries reflected real-time inventory levels
- Scheduled inbound and outbound transport, coordinating delivery and collection times with hauliers to meet tight turnaround times and minimise delays
- Acted as the first line of response for customer enquiries and complaints, investigating discrepancies or service failures and providing swift resolutions to maintain customer trust
- Supported monthly and annual stocktakes, overseeing the coordination of staff and documentation, and helped identify causes for stock variances
- Carried out regular spot checks to maintain high levels of product accuracy, quality, and compliance with internal procedures

- Maintained proactive communication with both clients and internal warehouse staff to ensure all instructions and updates were clearly relayed and followed
- Implemented process improvements to the stocktaking procedures, reducing discrepancies and improving overall efficiency
- Trained colleagues in new stock control processes and system navigation, ensuring team adherence to best practices
- Supported the Warehouse Manager with general operational duties, including organising schedules, filing documentation, and reporting key KPIs to leadership

Warehouse Admin Assistant: Staples Disposables (Consuma Paper Products)**Apr 2005 – Jul 2015**

Provided dedicated administrative support within a fast-paced warehouse environment supplying paper-based consumer products to a range of clients. Acted as a central point of contact between warehouse operations and customers, supporting the efficient handling of stock movement, collections, and audits.

- Handled inbound customer calls and managed stock-related email enquiries, providing timely updates on order status, product availability, and delivery arrangements
- Coordinated the scheduling and organisation of collections, ensuring clear documentation and communication with drivers and dispatch teams
- Supported periodic stock counts and warehouse audits, recording inventory data accurately and assisting with the reconciliation of discrepancies
- Maintained accurate logs of incoming and outgoing goods, contributing to the smooth day-to-day operation of the warehouse
- Provided general administrative support to warehouse supervisors, including document preparation, filing, and internal communications
- Built effective working relationships across warehouse and customer service teams to ensure clarity and efficiency in logistics processes

Training & Qualifications

Complete Human Resources Diploma, New Skills Academy – Nov 2024**HACCP Level 3, Internal Audit Course, IOSH Certification – Dec 2023****120-Hour TEFL Certificate, International House Berkeley, Toronto – Apr 2023****Executive Secretarial, Admin & PA Diploma (Level 3), New Skills Academy – Apr 2022**

Technical Skills

MS Office Suite (Word, Excel, Outlook)**Stock Management Systems (varied; including client-built platforms)****Client-specific systems (trained and rolled out internally)****Email & Communication Tools****Document Scanning and Digital Filing**