

## Contact

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(LinkedIn)

## Top Skills

HR Management  
Talent Management  
Onboarding

# Dean Christopher Reid

TA | Defence Technology | Engineering, Production, Supply Chain & Operations Hiring | Background in Logistics, Scale Ups Passionate about hiring, dedicated to finding top-tier talent for a scaling defence tech company.

Berlin Metropolitan Area

## Summary

Passionate about Recruitment & Talent Acquisition.

Currently working for one of the world's leading logistics companies.

I have worked for companies during massive hyper growth and gained incredible experience.

I'm an all hands on deck person that loves my job and does be engaged as much as possible with what ever my role is. See my profile for my experience in different, and interesting fields companies.

Since leaving Ireland I have lived in France, Italy and now settled in Germany for over 6 years.

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## Experience

### STARK

Executive Sourcing Partner  
November 2025 - Present (2 months)

### knuspr.de

Recruiter  
July 2025 - October 2025 (4 months)  
Berlin, Germany

### Chapter 2

Talent Partner  
April 2024 - April 2025 (1 year 1 month)  
Berlin, Germany

A.P. Moller - Maersk

Talent Partner (Delivered by Chapter 2)

September 2024 - February 2025 (6 months)

Berlin, Germany

Zalando

Talent Partner (Delivered by Chapter 2)

April 2024 - September 2024 (6 months)

Berlin, Germany

Talent Partner specializing in Customer care and Outlets hiring.

Collaborating with hiring managers to identify staffing needs and job requirements.

Developing and implementing effective recruitment strategies to attract qualified candidates.

Conducting thorough candidate screenings and interviews to assess skills and cultural fit.

Managing the full-cycle recruitment process, from job postings to onboarding.

Utilizing various recruitment tools and platforms to source candidates, including social media, job boards, and professional networks.

Maintaining a strong pipeline of potential candidates to ensure timely fulfillment of open positions.

Ensuring a positive candidate experience throughout the recruitment process.

Staying updated on industry trends and best practices in talent acquisition.

Paternity leave

Paternity Leave

April 2023 - April 2024 (1 year 1 month)

Kuehne+Nagel

Regional Specialist: Talent Acquisition- Ireland | UK | Nordics

August 2022 - March 2023 (8 months)

Berlin, Germany

Full cycle recruiting, active sourcing, stakeholder management

Gorillas

2 years 2 months

Senior Recruitment Specialist

January 2021 - August 2022 (1 year 8 months)

Berlin, Germany

I identified staffing needs within Customer Service and Operations teams and created tailored job descriptions based on team requirements. I sourced candidates through multiple channels, including job boards, social media, and referrals. My responsibilities included screening resumes, conducting initial interviews, and coordinating the full interview process with hiring managers. I supported decision-making by providing detailed candidate evaluations and conducted reference checks to ensure quality hires. Throughout the process, I provided guidance and support to candidates and tracked key recruitment metrics to improve overall hiring efficiency.

### Warehouse Manager

July 2020 - February 2021 (8 months)

Berlin, Germany

Oversaw daily operations in a busy grocery delivery warehouse.

Managed inventory staff, pickers, packers, and delivery riders.

Ensured efficient workflow and timely deliveries.

Implemented processes to improve accuracy and productivity.

Maintained high standards of safety and quality.

Ensured orders were delivered on time, navigating peak times and record nights.

Worked to solve unexpected disruptions, maintaining smooth operations

.Conducted quality checks multiple times per day

Drafted a daily report for internal stakeholders

### N26

#### IDM Specialist Workforce Management

July 2018 - July 2020 (2 years 1 month)

Berlin Area, Germany

#### Workforce Management

Utilized historical data and predictive modeling to forecast future demand for customer service.

Developed staffing schedules that aligned with anticipated workload, ensuring adequate coverage during peak times and cost-effective resource allocation during slower periods.

Adjusted schedules as needed based on real-time data and unexpected changes in demand.

Collaborated with stakeholders to balance employee preferences, business needs, and operational requirements in scheduling decisions.

Monitored adherence to schedules and made adjustments to optimize productivity and maintain service level agreements.

Continuously reviewed and refined forecasting and scheduling processes to improve accuracy and efficiency over time.

#### Intra-day Management

Monitored all communication channels (phone, email, chat, etc.) in real-time to ensure optimal coverage.

Adjusted staffing levels and schedules dynamically to meet fluctuating demand.

Generated and analyzed reports to track performance against targets and identify areas for improvement.

Worked closely with supervisors and team leads to address any issues or bottlenecks promptly.

Ensured that service level agreements (SLAs) and targets for response times and resolution were consistently met.

Implemented strategies to optimize resource allocation and enhance overall efficiency in meeting customer needs.

#### Delivery Hero

3 years 4 months

##### Hiring Manager & Customer Care Recruiter

March 2016 - July 2018 (2 years 5 months)

Berlin, Germany

Identified staffing needs and vacancies within the customer service department.

Crafted job descriptions and specifications tailored to customer service roles.

Screened resumes and conducted interviews to assess candidates' suitability.

Collaborated with hiring managers to evaluate candidates and make hiring decisions.

Provided guidance and support to candidates throughout the recruitment process.

Maintained recruitment metrics and records to track effectiveness and improve processes.

##### Workforce Manager

December 2015 - July 2018 (2 years 8 months)

Berlin Area, Germany

Created and Optimized CS schedule

Monitored real-time metrics.

Supported team productivity.

Conducted training sessions for WFM topics

Analyzed workforce data.  
Onboarded new CS joiners

Customer Service Representative/Shift Supervisor  
April 2015 - December 2015 (9 months)  
Berlin Area, Germany

Delivering a high standard of customer service to valued customers and restaurant partners through various channels including live chat, phone & social media Ensuring a smooth running of the contact center at the end of the day and drafting up a daily reporting for internal stakeholders.

Resolving escalations and line monitoring

Al Fresco Holidays UK  
Overseas Representative in Venice, Italy (season job)  
March 2014 - October 2014 (8 months)  
Ca-Savio, Venice, Italy

Summer season. Delivering a very high standard of customer care to holiday makers. Reception duty daily. Using my local knowledge to suggest activities and trips. Preparing booking charts for the coming months and ensuring everything was ran smoothly. Preparation of accommodation and basic maintenance.

Poundland & Dealz  
Retail Assistant & Logistics Manager  
August 2013 - March 2014 (8 months)  
Naas, County Kildare, Ireland

Eurocamp  
Overseas Representative in South of Francen (season job)  
April 2013 - August 2013 (5 months)  
Fréjus, Provence-Alpes-Côte d'Azur, France

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## Education

Crumlin College of Further Education Dublin  
Higher Certificate , Business Management · (September 2011 - April 2013)

Portlaoise College of Further Education  
FETAC, Business Secretarial & Legal Studies · (September 2010 - May 2011)

Meánscoil Iognáid Rís Naas Ireland

Leaving Certificate · (September 2005 - June 2010)