

Natalia Roszkiewicz

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Operations Manager | Multi-Site IFM & Fulfillment Center Operations | People Leadership

PROFILE

Experienced Operations Manager with approximately ten years of leadership experience across fulfillment center and multi-site service operations. Career progression from hands-on shopfloor leadership through broader FC responsibility in Pick, Pack and Returns/VRet to current multi-site IFM portfolio management across Berlin and Brandenburg. Strong focus on leading large teams and site leads, KPI-based steering, quality, safety, process stability and continuous improvement.

CORE COMPETENCIES

- Multi-site operations and Integrated Facility Management
- Fulfillment center operations: Pick, Pack, Returns/VRet
- Large-team leadership and leadership through site leads
- KPI, quality and productivity management
- Workplace safety, compliance and service quality
- Standard work, root-cause analysis and change management
- Germany-wide SME and best-practice network contribution

PROFESSIONAL EXPERIENCE

Dussmann Service Deutschland GmbH | Berlin / Brandenburg

Area Manager – Integrated Facility Management (IFM) | Nov 2023 – Present

- Manage a multi-site IFM portfolio covering several customer locations, each led by a dedicated site lead.
- Provide functional and operational leadership to site leads with indirect responsibility for teams of up to 100 employees per site.
- Own service quality, staffing, operational standards, customer satisfaction and stable service delivery.
- Act as central interface between customers, site leads, internal functions and regional management.
- Professionalize site steering through structured performance routines, reporting standards and disciplined action tracking.
- Ensure workplace safety, documentation, quality standards and operational compliance.

Amazon Potsdam Logistik GmbH | Brieselang

Area Manager – VRet / Returns | Oct 2022 – Oct 2023

- Owned performance in a quality-critical Returns area with focus on productivity, processing quality, accuracy and compliance.
- Built standardized reporting and control routines for productivity, quality and process deviations.
- Analyzed performance and quality data and implemented actions to improve process stability and accuracy.
- Improved standard work, escalation paths and feedback routines.

Amazon Potsdam Logistik GmbH | Brieselang**Area Manager – Pack | Jun 2018 – Sep 2022**

- Held operational responsibility for a high-volume Pack area, focusing on shipping reliability, productivity, quality, safety and process stability.
- Led and developed large teams, including coaching team leads, problem solvers and emerging leaders.
- Identified bottlenecks and implemented sustainable actions to improve throughput, standard work and execution quality.
- Introduced and stabilized new processes, working routines and quality standards during live operations.
- Took on a cross-site SME role within Germany-wide operations networks focused on standardization, best-practice transfer and continuous improvement.
- Supported COVID-related process and layout changes to ensure business continuity and safety.

Amazon Potsdam Logistik GmbH | Brieselang**Area Manager – Pick | Oct 2016 – May 2018**

- Held disciplinary leadership responsibility for up to 300 employees in a shift-based fulfillment environment.
- Owned productivity, quality, workplace safety, resource allocation and stable daily performance.
- Ensured stable material and order flow through bottleneck management and strong shopfloor presence.
- Onboarded new leaders and coached associates and team leads.

EDUCATION

- EAE Business School Barcelona | Master in International Business | 2015–2016
- American InterContinental University London / Regent's University London | Business Management, International Business | 2011–2015
- Romain-Rolland Gymnasium Berlin | Abitur | 2004–2011

ADDITIONAL SKILLS

- Languages: German, fluent English including business English, native Polish
- IT & systems: Microsoft Office, Excel, PowerPoint, SAP, Amazon internal systems
- Additional qualifications: Driver's license class B, forklift qualification