

# Priya Naidu

## Logistics Coordinator

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Logistics coordinator with two years of experience in warehouse operations and transport planning. Currently at DHL Supply Chain coordinating deliveries for a major retail client across 140 stores in the South East. Previously worked at Royal Mail's Milton Keynes sorting centre during peak season. Good with spreadsheets, enjoy problem-solving under time pressure, and keep things organised when everyone else is firefighting.

## EXPERIENCE

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### Logistics Coordinator, DHL Supply Chain, Milton Keynes

Jun 2024 – Present

Coordinating daily deliveries from a 250,000 sq ft distribution centre to 140 retail stores across the South East.

- Schedule and dispatch **28-35 vehicles per day**, managing driver allocations and route plans using Paragon routing software
- Track delivery performance — current on-time rate sits at **96.4%** against a 95% SLA target
- Raised and resolved **180+ delivery exceptions** in the last 6 months — wrong quantities, missed time slots, and damaged goods
- Produce daily KPI reports for the client covering **delivery accuracy, vehicle utilisation, and cost per drop**

### Warehouse Operative / Admin Assistant, Royal Mail, Milton Keynes

Jan 2023 – May 2024

Started as a seasonal operative at the Milton Keynes mail centre and moved into an admin support role.

- Sorted and processed **8,000+ parcels per shift** during Christmas peak — one of the top performers on the night shift
- Moved into a permanent admin role after 3 months — managed the shift rota for **45 operatives** and handled absence reporting
- Maintained the parcel tracking spreadsheet and escalated **lost item enquiries** — resolved 92% within 48 hours
- Completed the Royal Mail internal **Transport Awareness** training programme

## EDUCATION

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### BSc (Hons) in Business and Supply Chain Management, University of Bedfordshire, Luton

Sep 2019 – Jun 2022

Lower Second Class Honours. Modules in logistics operations, procurement, and warehouse management. Final year project on last-mile delivery efficiency in UK e-commerce.

## SKILLS

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Transport Planning & Scheduling, Delivery Exception Management, Paragon Routing Software, Microsoft Excel (VLOOKUP, Pivot Tables), Warehouse Management Systems, KPI Reporting & Dashboards, Stock Control & Inventory Checks, Customer & Client Communication, Problem Solving Under Pressure, SAP (Basic Navigation)

## CERTIFICATIONS

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### CILT Level 2 Certificate in Logistics and Transport, Chartered Institute of Logistics and Transport

Sep 2024 – Mar 2025

### Counterbalance Forklift Licence, RTITB

Apr 2023 – Apr 2028

## LANGUAGES

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English (native), Tamil (conversational)

## PROJECTS

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### Delivery Exception Reduction – DHL Supply Chain

Oct 2024 – Feb 2025

Ran a project to reduce recurring delivery exceptions for a retail client.

- Analysed **6 months of exception data** and found that 40% of issues came from 12 stores with incorrect receiving windows
- Worked with the client to update delivery windows — reduced weekly exceptions from **35 to 22** within 2 months

## **Christmas Peak Planning – Royal Mail**

*Oct 2023 – Jan 2024*

Supported the shift planning for the Christmas peak period at the Milton Keynes mail centre.

- Created the shift rota for **45 permanent and 60 seasonal operatives** across 3 shifts over 8 weeks
- Managed real-time absence cover — filled **94% of vacant shifts** within 2 hours of notification

## **REFERENCES**

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**Tom Ainsworth**, Transport Manager, DHL Supply Chain, tom.ainsworth@dhl.com, +44 7700 900 778

**Sarah Kimberley**, Operations Supervisor, Royal Mail, sarah.kimberley@royalmail.com, +44 7700 900 889

## **EXTRA CURRICULAR ACTIVITY**

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### **Volunteer – Milton Keynes Foodbank**

*Jun 2023*

Help with warehouse sorting and parcel packing every other weekend. The foodbank serves around 350 families per month across Milton Keynes.

### **Netball – MK Dons Ladies Social League**

*Sep 2022*

Play goal shooter in a weekly social netball league at Stadium MK. Our team won the winter 2024 season.