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Name:

Jayne Waite

Job title:

National Client Account Manager

Company:

DSV

Pathway:

Customer Service



What does your current role entail on a day-to-day basis?

My role involves working with clients to understand their needs and exceed expectation.

It is my responsibility to ensure all of our customers have their own assigned team and I work with my colleagues here in the UK and also overseas to guarantee we deliver on our promises.

There's a lot of variety in our industry, which is part of the attraction.

How did you start in the industry?

When I was 18 years old a friend of the family was working in a sales position in the freight industry. I found out that his company was looking for a trainee clerk, so I applied, was interviewed and was thrilled to find out that I had got the job.

I'd also had a place confirmed at college to study business, so I deferred for a year. The year went by, I got promoted, bought a car, and the rest is history - Thirty three years on and still in the same industry.

Could you describe your career journey?

I began my career in Airfreight Exports before quickly moving into Imports.

After securing a Supervisor position early in my career, I was promoted to Branch Manager, in Milton Keynes, at the age of 24. This was a great opportunity for me, and I continued to learn on a daily basis - and still do.

It was during my time as Branch Manager that the company I was employed by at the time realised that we should be visiting customers from a retention perspective as well as to secure new sales.

As Customer Service has always been my passion I was thrilled to be involved in creating a Customer Service role that was eventually rolled out as a national programme.

Due to its success I was tasked with heading up the UK team and was also involved in major Account Management and implementation which provided me with a fresh challenge and the opportunity to travel overseas.

I now work in an Account Management role, which we have developed to fulfil the needs of our customers.

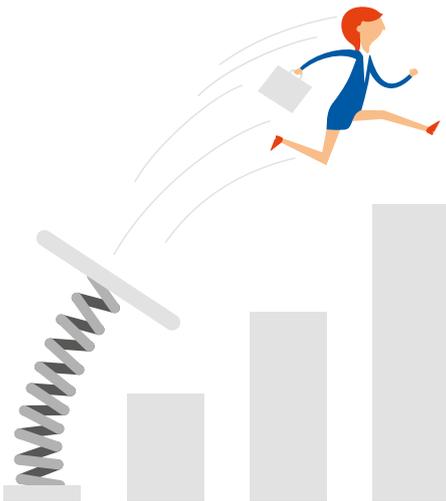
Why should someone consider a career in Freight Forwarding?

A career in logistics and freight forwarding is extremely rewarding.

Although I have only worked for two organisations I have been fortunate enough to have held a variety of different roles, and had many fantastic opportunities to develop personally and professionally.

What have been the highlights of your career?

Being named 'Best in the Industry' for 'Customer Care' at the IFW freight Awards. This was a massive achievement and a great recognition of the team's efforts.



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