



My career began as a Trainee Consolidation Clark and after getting a couple of years of experience I quickly climbed the career ladder from supervisor to manager.



Name:
Daniel James

Job title:
Strategic Account Manager

Company:
Geodis

Pathway:
Operations/Account Management

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

I am an account manager in the publishing division, so it is my responsibility to look after our top 20 clients and make sure they are happy.

Day-to-day I deal with a wide-range of client enquiries potential opportunities that we are presented with.

How did you start in the industry?

I joined the company as a Trainee Consolidation Clark in 1995, straight out of school.

College wasn't for me and as my father already worked in the industry - on the cargo side - he advised that Geodis (or Activair in those days) was a great company to work for.

Could you describe your career journey?

Throughout my career I have gained experience working in a variety of different departments, in a wide range of roles.

My career began as a Trainee Consolidation Clark and after getting a couple of years of experience I made the move to exports where I quickly climbed the career ladder from supervisor to manager.

After 15 years I joined the Customer Services department in a management position.

Today I am an account manager in the publishing division and also work as a trade lane manager, meaning I get to spend six weeks of the year overseas in the Middle East, Africa and Germany.



What have been the highlights of your career?

My time working as a Trade Lane Manager. This role involves a great deal of international travel and has allowed me to spend time working and visiting book fairs in the UAE, Bahrain, Germany and Africa.

How important is support from colleagues?

Hugely!

In the early days I was lucky to work alongside some very experienced people who shared their knowledge with me, showed me how to speak to customers and explained how to deal with a crisis.

Why should someone consider a career in Freight Forwarding?

I've worked in the industry for 24 years and it has provided me with a fantastic career.

There are always lots of opportunities available to progress, you can earn a good wage and the day-to-day job is both challenging and exciting.



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