DIEGO REYES

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SUMMARY OF QUALIFICATIONS

- Planner who keeps loads moving and customers informed.
- Experience across 3 employers, most recently as Transport Planner at Ridgeway Transport.
- Good with numbers, routes and deadlines.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

University of Amsterdam — **Amsterdam**

BA Logistics and Supply Chain — *2018*

PROFESSIONAL EXPERIENCE

Ridgeway Transport — **Lisbon**

Transport Planner — *Jul 2024 – Present*

- Worked with the warehouse on daily trailer loading plans.
- Investigated delivery complaints and claims for damaged goods.
- Handled customer delivery queries and failed-delivery rebooking.
- Negotiated rates with three regional hauliers.
- Planned delivery routes for a fleet of 53 vans.

Ridgeway Transport — **Lisbon**

Logistics Coordinator — *Oct 2022 – May 2024*

- Planned trunking between depots to keep vehicles full.
- Kept the transport management system up to date for every load.
- Produced a weekly fuel and mileage report for the fleet manager.
- Coordinated international shipments and customs paperwork with freight forwarders.

Eastport Logistics — **Lisbon**

Logistics Administrator — *Jun 2020 – Oct 2022*

- Booked carriers and tracked loads through to delivery.
- Reported weekly on on-time delivery rates.
- Kept drivers' hours and vehicle checks paperwork in order.

INITIATIVES

Route optimisation trial

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

Carrier scorecard

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

RESEARCH & PUBLICATIONS

Notes on workplace surveys — **2026**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

General: Microsoft Excel, Route planning software
Languages: English (Fluent), German (B2)

CERTIFICATIONS

- CPC Transport Manager (studying)
- Excel for Business

EXTRA-CURRICULAR ACTIVITIES

- Member of a community choir.
- Treasurer of a local sports club, keeping the accounts and membership list.

REFERENCE

Grace Adeyemi
HR Director, Ridgeway Transport
Contact: grace@example.com