

Professional Career Development

BMSW4012

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hi, im alina and today I will talk about my role in Amazon driver.

Delivering Amazon orders to customers from the warehouse is the responsibility of an Amazon delivery driver. This is a demanding work that calls for a great deal of endurance, adaptability, and customer service dedication.

Background of the company

1994–2009: early years

Amazon was founded on July 5, 1994, by JEFF BEZOS who chose the Seattle area for its abundance of technical talent, as Microsoft was in the area.

Amazon went public in May 1997. It began selling music and videos in 1998 and began international operations by acquiring online sellers of books in the United Kingdom and Germany. In the subsequent year, it initiated the sale of a diverse range of products, including music, video games, consumer electronics, home improvement items, software, games, and toys.

In 2002, it launched Amazon Web Services (AWS), which initially focused on providing APIs for web developers to build web applications on top of Amazon's ecommerce platform. In 2004, AWS was expanded to provide website popularity statistics and web crawler data from the Alexa Web Information Service. AWS later shifted toward providing enterprise services with Simple Storage Service in 2006, and Elastic Compute Cloud (EC2) in 2008, allowing companies to rent data storage and computing power from Amazon. In 2006, Amazon also launched the *Fulfillment by Amazon* program, which allowed individuals and small companies to sell products through Amazon's warehouses and fulfillment infrastructure.

2010–present: growth

Amazon purchased the whole Foods Market supermarket chain in 2017. It is the leading e-retailer in the United States with approximately US\$178 billion net sales in 2017. It has over 300 million active customer accounts globally.

Amazon saw large growth during the COVID-19 PANDEMIC, hiring more than 100,000 staff in the United States and Canada. Some Amazon workers in the US, France, and Italy protested the company's decision to "run normal shifts" due to COVID-19's ease of spread in warehouses. In Spain, the company faced legal

complaints over its policies, while a group of US Senators wrote an open letter to Bezos expressing concerns about workplace safety.

On February 2, 2021, Bezos announced that he would step down as CEO to become executive chair of Amazon's board. The transition officially took place on July 5, 2021, with the former CEO of AWS Andy Jassy replacing him as CEO. IN January 2023, Amazon cut over 18,000 jobs, primarily in consumer retail and its human resources division to cut costs.

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My specific skills, knowledge and experience in this role are:

- Sort and load multiple parcels in van based on different schedules, priorities and address to meet expectation.
- Review routes using relevant Equipment by considering traffic condition.
- Handle parcels with care to prevent damage and losses.
- Park, take items from the back of the van, bring them to the client doorstep, obtain signatures or take photo as proof of delivery.
- remain in communication with supervisors to offer progress updates.

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My greatest achievement in professional life is delivering 300+packages,220 stops per day and finishing in time

Obtaining 99% of rate and ensure precision deliveries

And my greatest achievement in my personal life is starting studies in TRINITY SAINT DEVID UNIVERSITY. It is a great opportunity for me to study in this university and I will not missing this chance, because I always wanted to finish my studies and have a qualification so that I can achieve something in my life, and I know that this university will teach me a lot, as for example the Swot analyzing technique, it will help me find a better job and achieve my future goals.

REFERENCE

1. ["Amazon Orders 20,000 Mercedes Vans to Bolster Delivery Program"](#). Bloomberg.com. 5 September 2018. Retrieved 2018-09-06.
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