

Pranav Joshi

Delivery Associate

PJ

Pune, India pranav.joshi@example.com Fictional sample

01 Professional profile

Delivery Associate with an illustrative 11-year career focused on last-mile delivery coordination and customer communication. Core strengths include Route preparation, Order handling and Delivery updates. Selected examples describe the challenge, contribution and handover materials.

02 Professional experience

Jul 2022 – Present

Delivery Associate

Asterline Transport Services · Pune

Delivered defined workstreams in last-mile delivery coordination and customer communication, coordinating reviewers and delivery partners.

- Used a completeness checklist and confirmed unclear instructions with the coordinator.
- Used approved communication steps and documented exceptions for the service team.

Jul 2018 – Jun 2022

Delivery Associate

Northmere Transport Services · Pune

Developed hands-on experience across last-mile delivery coordination and customer communication, with a defined review process.

- Used route preparation and customer communication on assigned work; recorded decisions so colleagues could understand the approach.
- Prepared handover materials and incorporated specialist feedback before closing the workstream.

Jul 2015 – Jun 2018

Service Associate

Cedarfield Transport Services · Pune

Built foundations through supported assignments, observation and practical feedback.

- Assisted with order handling and proof-of-delivery records, checking work with an experienced reviewer.
- Kept organised work records and developed clear handover habits through supervised practice.

EXPERTISE

Core capabilities

Route preparation

Order handling

Delivery updates

Customer communication

Proof-of-delivery records

Exception reporting

SELECTED WORK

Last-mile handover routine

Illustrative dispatch checklist and delivery record

Customer update workflow

Customer update guide and exception log

LANGUAGES

English - professional working
Hindi - professional working

CAREER CONTEXT

11 years in this illustrative career.

Three appointments.

Full work examples on page 2.

03 Service & delivery experience

The final handoff matters.

WORK EXAMPLE 01 / ILLUSTRATIVE	Context Orders left dispatch without consistently checked delivery details. Contribution Used a completeness checklist and confirmed unclear instructions with the coordinator.
Last-mile handover routine	
Prepared for handover Illustrative dispatch checklist and delivery record	

WORK EXAMPLE 02 / ILLUSTRATIVE	Context Customers received unclear updates when a delivery could not be completed. Contribution Used approved communication steps and documented exceptions for the service team.
Customer update workflow	
Prepared for handover Customer update guide and exception log	

04 Education

2013 – 2015
Certificate in Delivery Operations Asterbridge Institute of Professional Studies Specialist study with a practice focus on route preparation and order handling.
2009 – 2013
Foundational vocational training and supervised apprenticeship Cedarhaven College of Applied Studies Foundation study, practical assignments and supervised learning. Fictional institution and qualification record.

05 Professional development

2024
Route preparation - advanced practice workshop Scenario exercises and peer review in last-mile delivery coordination and customer communication.
2025
Customer communication - reflective practice seminar Applied learning reviewed through a bounded example and a written reflection. Continuing learning examples, not licences or independently verified certifications.

06 Practice & evidence notes

Operational scope	Licence / authorisation	Working boundary
Last-mile delivery coordination and customer communication	Not supplied; requires real-world verification	Follow employer procedures and authorised supervision

Every employer and institution in this CV is fictional. The two work examples describe individual contributions; supporting artefacts and externally measured outcomes are not supplied. Replace example information with accurate records and permission-cleared work before using this CV.