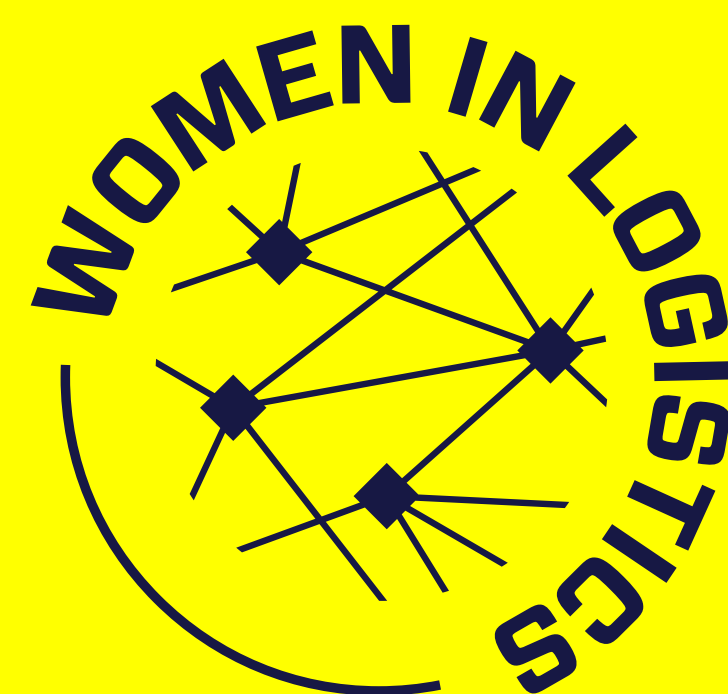


**Fiona started her career with us in a customer facing role managing customer orders, claims and stock replenishment.**



Inspiring people  
who inspire others

*Fiona Campbell*

**HEAD OF CUSTOMER  
SERVICE**



“

Over the years she worked her way up to manage the Customer Service Centre, which she's grown from a small team that dealt only with local calls, to now being responsible for 1.3m customer contacts throughout the UK and Ireland.



“

Having been at Menzies for 27 years, she has much to say about what it means to be a woman in logistics.

I interact with Newstrade and Express customers every day, reviewing the level of customer service my team provide and what we can do to improve the customer experience. I'm delighted with how my team work together. They have fun while they work, and a healthy competitive spirit makes them want to improve too.

“

**Fiona is one of the many inspiring people whose career in logistics is inspiring others.**

“

Menzies has a great culture. The working environment is supportive, where everyone is encouraged to share ideas.





“

**There are so many things that I enjoy about my role.**

“

**I like the problem-solving aspect, looking at big challenges and streamlining processes, because you can see the difference it makes to people's day-to-day work. When we execute an improvement plan successfully, the feedback from customers makes it all worthwhile.**

“

Women bring a valuable skill set to the industry, and a leadership style which balances authority with patience and empathy. Logistics offers great career opportunities and progression for women.

*Fiona Campbell*

Head of Customer Service

