

INDUSTRIAL TRAINING AT DHL

28-WEEK INTERNSHIP EXPERIENCE

Academic SV: PROF. MADYA TS. DR. MASITAH BT GHAZALI

Industry SV: Mr. Sivanesan Letchumanan

position: RPA Development Intern

DHL Business Unit – Excellence. Simply delivered.



Agenda

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|----------|--------------------------------|--------|
| 1 | About DHL | 2 min. |
| 2 | Department: BPO-DAC-IT | 3 min. |
| 3 | Main Projects | 5 min. |
| 4 | Key Achievements | 5 min. |
| 5 | Recommendations & Improvements | 5 min. |

About DHL



About DHL

History & Foundation

- Founded in 1969
- Started with simple document delivery service
- Route: San Francisco to Honolulu
- Evolved from local courier to global logistics leader

Current Global Presence

- Part of Deutsche Post DHL Group
- Operations in 220+ countries
- Complete supply chain management solutions
- Global logistics and delivery services

Innovation Focus

- Emphasis on technological advancement
- Investment in automation solutions
- RPA implementation for process improvement
- Continuous service enhancement through technology

Office Location (DHL Asia Pacific Shared Services)

- Located at Imazium Building
- Levels 11, 12 & 13
- Damansara Utama, Petaling Jaya
- Strategic hub for Asia Pacific operations

MY
DEPARTMENT:
BPO-DAC-IT



Team: DAC-IT

DIGITAL AUTOMATION CENTER

DIGITAL PROCESS AUTOMATION

- Automate process and optimize workflows in DHL.
- Focuses on automating tasks that involve manual human interaction

↑ Efficiency ↑ Quality ↓ Errors

Muzammil
Head of BPO, DAC, IT

Sivanesan
Senior Manager, DAC

RPA

Business Analyst – ROBOTIC PROCESS AUTOMATION



Diana Serran Bejmi Devina

SCOPE – GLOBAL Finance, Ops, Sales, Pricing & Sales

- RPA automation Script Design & Deploy
- RPA Botting Script Enhancement
- ABBE DCP & PDS CRM Design & Deploy
- Production Support (Tickets & System Upgrades, Transaction Logging)
- Power Platform – AI & P. Apps & P. Automate
- B2BAM

Developer – ROBOTIC PROCESS AUTOMATION



Joshua Xin Yi Aiman

- 3 interns
- Alshella
 - Rai
 - Yousef



Faizah Sarinnee Ahmed Darshen Shera Mariam

IT APPS

Developer – INNOVATION



Wei Wei Izat Ron

- 3 interns
- Farhan

SCOPE – GLOBAL Finance & APSC

- web development (DF & MS SQL)
- MS Excel Macro Apps Development
- desktop application build with WPF framework

MAIN PROJECTS!

The main projects throughout the internship

Main Projects



DCC

DCC (Data Compliance & Classification)



CP2C

Customs PPWks to Customers

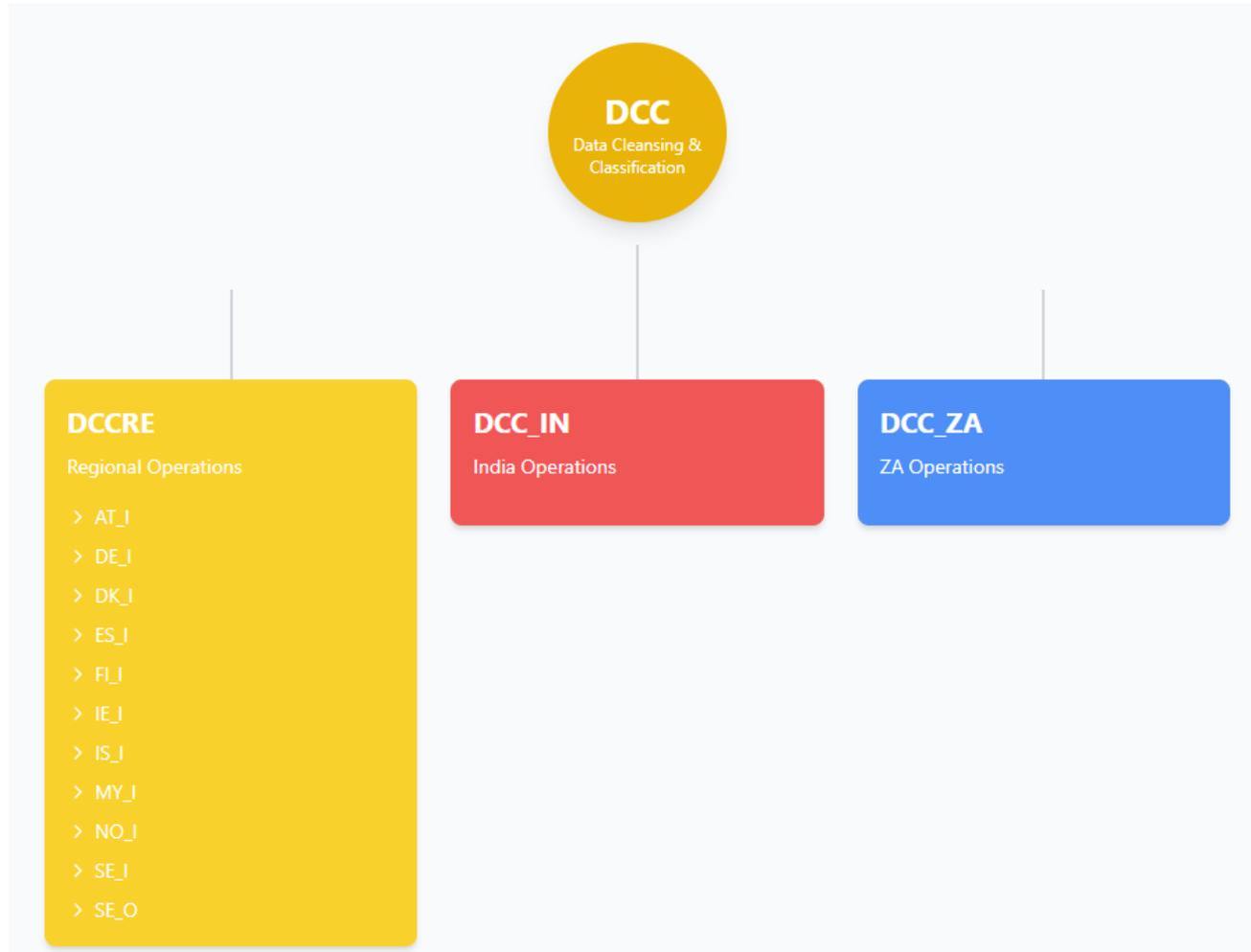
DCC

This project handles operations across multiple regions. We have 3 scripts for that process, DDRE, DCCIN, and DCCBPO

CP2C

This script manages customs documentation delivery to customers by:
Processing customer information using IOR/Payer Account numbers- Retrieving documents from GIA system- Ensuring timely delivery of customs papers- Performing document verification before sending

Data Cleansing & Classification (DCC)



KEY ACHIEVEMENTS

What I have done, and I have learned

Technical Achievements



UiPath

Building automation for business processes and systems



SQL

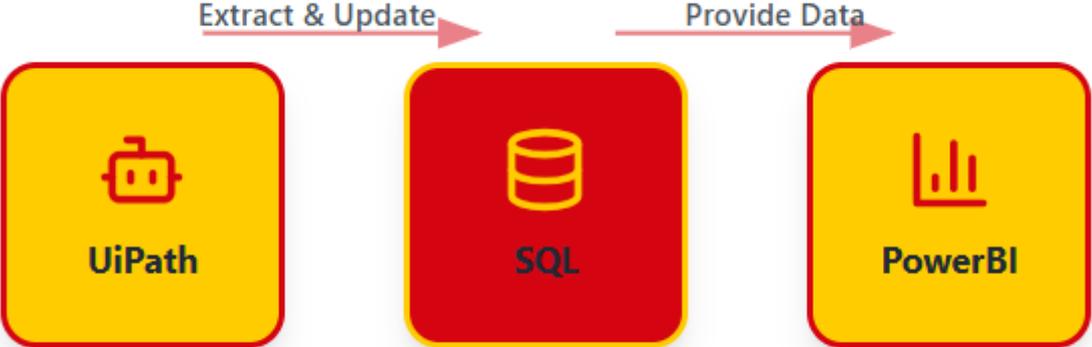
Created and managed operational databases



PowerBI

Built real-time performance dashboards

Tools Integration Flow



Project Management



Business Requirements

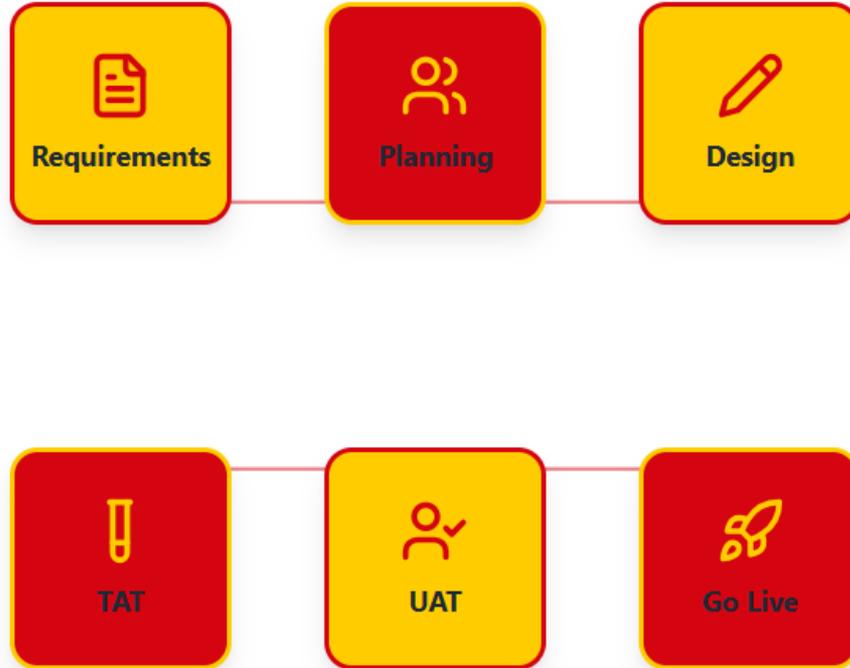
Understanding business needs and translating them into automation solutions



Project Planning

Planning and executing automation projects from start to finish

Project Management



Soft Skills



Teamwork

Effectively collaborating with others on projects



Communication

Clearly explaining technical concepts to non-technical stakeholders

RECOMMENDATIONS & IMPROVEMENTS

Looking Forward

Looking Forward..

Project Diversity

- Explore projects beyond DCC system

Beyond RPA

- Explore other automation technologies
- Looking for AI-RPA projects

THANK YOU !

