


Logistics Solutions Analyst

Technology solutions impacting this job...

This job role is impacted by **all 13 technology solutions** identified across warehousing, transportation, freight forwarding, and sales and customer service.

Impact assessment...



MEDIUM degree of change in tasks

A small proportion of the job tasks will be substituted by technology solutions, with human intervention required only for high value-adding tasks instead of routine, repetitive tasks

Within 3 to 5 years, the role will potentially...

REQUIRE REDESIGN

Today, this job role is responsible for analysing customer needs and supporting the development of integrated logistics solutions for customers across warehousing, transportation, freight forwarding solutions and customer service operations.

Emerging skills

The job holder will leverage data visualisation and advanced analytics to play a larger role in proposing logistics solutions that leverage new technologies. This will require reskilling on:

- Artificial Intelligence Application
- Internet of Things Application
- Technology Application
- User Experience Design
- Business Advisory
- Customer Behaviour Analysis
- Knowledge Management
- Systems Thinking
- Complex Problem Solving
- Critical Thinking
- Lateral Thinking

Job tasks today	Impact at task-level / Future view of job tasks
Perform operational documentation for logistics services	<p>M</p> <ul style="list-style-type: none"> • Operational documentation for logistics services will be digitalised by using optimised documentation solutions enabled by RPA, OCR, computer vision, digital data logging etc.
Perform data analysis and research	<p>L</p> <ul style="list-style-type: none"> • AI (NLP) will be applied to research to decode large volumes of data, thus reducing the effort required in data categorisation, reporting and analytics. • Focus will shift to application of research findings to logistics operations. Problem-solving and critical thinking remain crucial.
Analyse customer and market needs and opportunities	<p>M</p> <ul style="list-style-type: none"> • Advanced analytics of customer data e.g. process metrics, WMS/TMS reports, market trends etc. will enable the job holder to identify customer needs. Machine learning is also seen to develop complex predictive models such as customer and market needs based on prevalent trends, dynamics and market movements. This will augment customer needs analysis activities.
Coordinate with stakeholders; estimate resources	<p>M</p> <ul style="list-style-type: none"> • Digital platforms will allow easy exchange of information between stakeholders and business units. • While ML and DL will help in better resource planning, the job role will require human intervention for coordinating workflows and applying operational policies, standards and procedures in work activities.
In the next 3 - 5 years...	The availability of data from multiple sources will improve customer needs analysis, research and stakeholder coordination capabilities required for this role. Moving forward, this role will increasingly leverage data visualisation and advanced analytics coupled with critical thinking to play a larger role in solution design.