

SAM SMITH

123 Any Street ▪ Any Town, USA 12345

Mobile Telephone: 123.456.7890 ▪ Home Telephone: 123.456.7890 ▪ Email: samsmith@hotmail.com

TRANSPORTATION MANAGEMENT PROFESSIONAL WITH 20 YEARS OF INDUSTRY EXPERIENCE

Trucking & Warehouse Operations/Customer Service & Support/Staff Supervision & Training

PROFESSIONAL PROFILE

A solutions-focused and results-driven transportation professional with comprehensive and diverse experience, widespread industry training, and an impressive record of achievements as a Safety Manager, Supervisor, and Dispatcher. A skilled communicator, leader, and performer able to successfully prioritize workflow, field and resolve issues, manage multiple and concurrent responsibilities, and meet and exceed challenging goals and objectives. A team-player and builder demonstrating a high-level of accuracy and thoroughness. Accustomed to working under fast-paced, high-volume, time-sensitive conditions and interacting effectively with all levels of support staff, management, and key internal/external stakeholders. Strong qualifications in personnel development, relationship management, and performance/production improvement. Exceptional interpersonal, organizational, troubleshooting, and problem-solving skills. Superior written, oral, and technical aptitude. Microsoft Office Proficient.

CORE COMPETENCIES

- *Logistics Planning/Management*
- *Shipping/Receiving/Distribution*
- *Cost Productivity/Reduction*
- *DOT/Regulatory Compliance*
- *Sales/Business Development*
- *Customer Service & Support*
- *Staffing/Scheduling/Dispatching*
- *Vendor/Supplier Relations*
- *Administrative Management*
- *Contract/Price Negotiation*
- *Safety Management/Enforcement*
- *Personnel Supervision/Training*
- *Warehouse/Facility Management*
- *Billing/Invoicing/Collections*
- *Data Tracking & Reporting*

DESIGNATIONS

- Certified Fork Lift Trainer

PROFESSIONAL EXPERIENCE

ABC Company Any Town, USA Jan. 2011 - Jan. 2012
Warehouse Manager

Maintained direct responsibility over all warehouse operations, including international packaging and shipping, for a provider of state-of-the-art logistics systems with a seventeen (17) door, 60,000 square foot warehouse.

- Received cargo and loaded ocean containers including building the loads for each port serviced.
- Supervised up to fourteen (14) full-time employees; maintained warehouse schedules to ensure adequate manpower coverage.
- Approved payroll for all warehouse employees and reviewed and approved departmental invoices.
- Serviced and maintained all warehouse equipment including Forklifts, etc.

Selected Accomplishments:

- Instituted a Warehouse Management System which scanned all cargo received and shipped; eliminated finding cargo and cargo mis-loads.
- Incorporated a second shift, twice per week, for loading which significantly reduced/eliminated down time.

ABC Company Any Town, USA Jul. 1995 - Oct. 2010
Transportation/Safety Manager

Managed a full-service Trailer load/LTL carrier, including the start-up of a Drayage Operation in both the Port of Miami and Port Everglades, for a third-party logistics provider operating in the Dade-Broward area.

- Experienced Supervisor/Dispatcher of trucking operations in excess of \$750K per year.
- Oversaw the local pick-up and delivery of all domestic freight, including warehouse operations, for several high-profile department stores including The Gap, Kohl's, Marshall's, TJ Maxx, and Macy's; handled and resolved all claims.
- Ensured customer satisfaction within all areas of sales and service; served as the liaison between the driver and customer and made certain that all orders were scheduled for on-time pickup and delivery. Available and responsive to both customers and drivers 24/7.
- Promoted the sale of logistical solutions to new and existing customers; solicited new business, enhanced and maintained relationships with key accounts, provided rate quotes, confirmed orders, established delivery times, and met daily deadlines.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Recruited, hired, trained, retained, scheduled, and managed drivers; provided ongoing direction, instruction, and support.
- Managed drivers' daily dispatch and brokered freight when necessary to achieve organizational goals; efficiently delegated freight and coordinated trucks to optimize geographic constraints, ensure maximum revenue per mile, and capitalize on gross profit potential.
- Managed in-house transportation safety program; facilitated safety meetings and forklift certification training.
- Coordinated permits, compliance, and shop schedules with and for drivers; ensured that drivers and equipment passed all requirements, inspections, permits, and licenses and communicated safety and compliance issues between the drivers and appropriate offices.
- Initiated driver compliance checks.
- Maintained electronic records and verified the accuracy and thoroughness of all paperwork.
- Performed a variety of general office, administrative, and customer service duties including billing, credit, collections, general accounting, and bookkeeping.
- Maintained responsibility over facilities/yard management including more than 150 parking spaces home to over 3000 pieces of equipment.
- Directed operations for Dynamic Express, a full service Trailer Load and LTL service including rates, services, and data entry.

Selected Accomplishments:

- Launched a Safety Committee; facilitated weekly meetings.
- Reduced injuries (IRR) from 5.5 to 4.5, 2009.
- Received a monetary bonus for strong safety record/rating, 2009.
- Combined multiple operations resulting in a P&L increase of 25%, 2000.
- Initiated a successful in-house Drayage operation from the Port of Miami in 2007; secured Port ID for the drivers and provided corporate the necessary information for interchange agreements between company and the steamship lines.
- Documented track record of assuming increasing levels of responsibility, earning promotions, and receiving performance-based wage increases; appointed Safety Coordinator, 2000.

Additional Experience:

Terminal Manager, ABC Company, Any Town, USA

Oversaw a 30,000 square foot facility including eight (8) drivers, two (2) customer service associates, and one (1) sales representative. Responsible for local pick-up and delivery; addressed all billing inquires including collections.

- Handled over 100,000 garments on hangers weekly both Trailer Load and LTL.
- Delivered twenty five (25) stores twice weekly.
- Started pick and pack operation for ABC Corp.
- Increased sales by 25% during first two (2) years.

References Furnished Upon Request