

# BRYAN DOUVILLE

📍 10097 Desmond Pl Perrysburg, OH 43551 · 📞 (330)808-5105 · ✉️ bdouville75@gmail.com

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## Operations Management

### Logistics / Transportation / Call Centers / Quality Assurance / Sales

Focused, results-driven team leader with 14+ years experience in operations and management, specializing in logistics and transportation operations development. Strong ability to demonstrate leadership through deliberate actions that deliver results. Extensive experience in achieving goals, process improvement, and delivering cost and time savings.

#### *Additional Skills and Areas of Expertise Include:*

- Continual Process Improvement
- Problem Solving and Efficiency
- Fulfillment and Fleet Management
- Financially and Technically Savvy
- Implements Selling and Training Practices
- Accurate and Detailed Reporting
- Maximizing Productivity and Profits
- Team Building and Staff Evaluation
- Policy and Procedure Development
- Delivers High Levels of Customer Service

*Microsoft Word · Microsoft Excel · Microsoft PowerPoint · Salesforce.com · Sylectus · Cognos*

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## PROFESSIONAL EXPERIENCE:

### **Try Hours Expedited Services, Inc., March 2010 – October 2011**

Founded in 1986 as a regional cartage company, Try Hours has become one of the fastest growing premium ground transportation freight services in the Midwest.

#### *Director of Operations, Maumee, Ohio*

Built, and directed, a team of industry professionals in a high energy call center environment toward eclipsing all company set goals and budgets consistently.

- Quadrupled fleet size and sales revenues in 18 months from 2009 to present.
- Created and implemented strategies, and SOP's, necessary for efficient operation promoting rapid growth.
- Directed the in-house "Agent Network" in processes for brokering freight resulting in 140% growth.
- Developed and implemented a successful fleet management system working with company recruiters to boost fleet size and decrease turnover to levels below 50%.
- Implemented problem solving practices to ensure customer satisfaction, and above average service levels
- Coordinated Risk Management practices to ensure company protection
- Designed company incentive programs promoting positive growth and morale

### **Panther Expedited Services, Inc., September 1998 – October 2009**

Founded in 1992 as an expedited trucking company. Panther, a \$300M logistics company with on-time service levels surpassing 98.5%, has grown to include all types of ground, air, and ocean freight service.

#### *General Operations Manager, Seville, Ohio*

Managed all aspects of daily operations in a high energy, call center environment including over 200 representatives in three satellite offices and 20 middle management personnel. Responsible for handling all staffing requirements. Coordinated strategies to accommodate company goals. Demonstrated success in the development of problem solving practices.

- Key factor in reducing Panthers cost per load by 30-40% per month year over year, 2009.
- Managed Fulfillment and Fleet Management Teams in achieving high level customer and contractor service.
- Coordinated strategies to ensure the highest possible levels of customer service in a call center environment.
- Directed the in-house "Agent Network" in processes for brokering freight.
- Responsible for implementing selling and training practices within the Customer Care Team to assure high levels of customer service and business securement.
- Created SOP's (Standard Operating Procedures) for multi-million dollar customer requirements.
- Created and presented P & L information monthly.
- Oversaw the management of fleet retention in a non-asset based fleet of 2,000 partners.

#### *Quality Service Manager, Seville, Ohio*

Primary liaison between all levels of sales and operations. Directly handled all levels of problem-solving involving customers, drivers, and employees.

- Created and implemented new programs to elevate customer service levels.
- Traveled with outside sales reps delivering operational presentations.
- Coordinated with HR Director to develop and implement training practices.

- Worked with HR Director to ensure ISO requirements for certification were met.
- Developed an operations system that improved overall customer service and on-time delivery by 2%, 1997.

*Account Manager, Medina, Ohio*

Acted as direct liaison between Panther and clients. Responsible for the prospecting of new business and maintaining current clients. Produced and closed negotiations on all customer contracts in assigned territory.

- Created quarterly and annual territory reports for sales management; Reported on company expense accounts.
- Developed and presented exclusive presentations for prospective clients.
- Devised rate making processes to ensure profit in presentation of client contracts.
- Generated \$1.4 million dollars of revenue above company goals, thus beating personal goal by \$1 million, 1998.
- One of few admitted into the *Million Dollar Club* as the first rookie to achieve and surpass such lofty revenue goals.

*-Detailed Work History Prior to 1998 Available Upon Request-*

**United Van Lines, Crew Supervisor, Mansfield/Akron, Ohio, 1994 — September 1998**

## **EDUCATION**

**Wright State University, Ohio, Business Management**

**Akron University, Ohio, Sales and Marketing Management**