

CHERYL HOLLINGSWORTH

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Outstanding Relationship Builder who is self-motivated and quickly builds trust among stakeholders to establish sustainable competitive edge.

PROFESSIONAL EXPERIENCE

1980 - 2009 Pacer International, Inc. (formerly Rail Van, Inc.) Dublin, Ohio

Business Development

1996 - 2009

- Make cold calls to potential customers and sales calls to existing customers, maintaining results in CRM database
- Incorporate new customer business into current standard operating procedures
- Long-term representation on-site at multiple customers to merge processes and develop relationships
- Develop and design customized solutions to meet specific customer needs
- Create and present customer reviews utilizing Microsoft PowerPoint, Excel, Word and Access
- Expand existing customer's book of business to utilize additional transportation modes within the company
- Build customer relationships, acting as liaison between Sales, Operations and the Customers
- Gather and document customer requirements and expectations to be incorporated into operational processes
- Perform financial analysis on each project to determine cost to the customer and the company
- Team lead in the development of a railcar track and trace program in the AS400 system

Operations Manager

1994 - 1996

- Supervised a team of 15 employees consisting of customer service representatives and dispatchers
- Dealt with customer-specific issues, working towards resolution and continuous improvement
- Worked with other managers to develop AS400 and TM400 operating system enhancements

Customer Service Supervisor

1988 - 1994

- Supervised the customer service team
- Acted as liaison between the customers, carriers and operations
- Worked with customers on-site to resolve issues

Earlier Roles: Rail Operations Dispatch (Pacer International, Inc.)
Accounts Payable & Receivable Supervisor (Pacer International, Inc.)
Assistant Manager/Front Desk (Lincoln Lodge)

EDUCATION

Achieve Global

Tampa, FL

- Professional Selling Skills

Georgia Institute of Technology

Atlanta, GA

- Logistics and Supply Chain Strategy
- Global Logistics and International Business
- Inventory Planning and Management
- Third Party Logistics: If, When and How

Skill Paths

Mission, KS

- How to Supervise People
- Coaching and Teambuilding Skills for Managers and Supervisors
- Managing Productivity
- Fundamentals of Personnel Law for Managers and Supervisors
- How to Deal With Difficult People
- Fundamentals of Successful Project Management

Crown College (formerly St. Paul Bible College)

St. Bonifacius, MN

- Associate of Arts in General Studies

OTHER RELATED INFORMATION

- Lived in Quito, Ecuador, South America for 11 years
- Bilingual in English and Spanish
- Appreciative of Hispanic culture

APPLICATIONS & SYSTEMS USED

Application Name	Type of Application
MS Outlook	Email
MS Word	Documents
MS Excel	Spreadsheets
MS PowerPoint	Presentations
MS Access	Database
MS CRM	Sales/Customer Account Database
GroupWise	Email
MS Communicator	Instant Messaging
MS LiveMeeting	Online Meeting & Training

*MS = Microsoft

System	Description
AS400	Intermodal Operating System
AS400	Intermodal Pricing System
TM400	Over-the-Road Operations

REFERENCES UPON REQUEST