

DIANE R. KENNEDY

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CORE SKILLS:

- Customer Service
 - Logistics
 - Operations
 - Pricing
 - Rate negotiation
 - Inbound/Outbound freight
 - Import/Export
 - Intermodal and Rail
 - Accounts Payable and Purchasing
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PROFESSIONAL EXPERIENCE

Pacer Global Logistics, Dublin, OH

2000 – July 2009

International & Domestic Pricing Analyst-Operations Support

- Responsible for contacting carriers, railroads and steam-ship lines domestically and internationally, with emphasis on accounts in Mexico, Canada and International Hazardous and Non Hazardous shipments.
- Correspondence with Mexican Carriers to negotiate North and Southbound rates
- Analyze market prices and competitive information to develop prices based on requests submitted by sales personnel, customers and operations
- Develops rates utilizing rail and drayage tariffs, and negotiates special pricing through contacts at the railroads and draymen.
- Receives and develops route requests from Rail Operations, and supports operations so freight moves timely at cost effective rates
- Utilizes cost intelligence to negotiate competitive rates with drays and estimate carrier rates for bids. Helps to develop efficiencies by coordinating inbound/outbound drayage. Utilizes internal cartage companies where directed
- Additional responsibilities include reviewing publications, updating files, and researching billing disputes

Import / Export Analyst

- Daily contact with Totem Ocean, Matson, Horizon Lines, Trailer Bridge, Gold Star
- Troy Lines and Sea Star Lines working up International Door- Door, Door – Port and Port – Port Routing and Rates.
- Negotiated rates using Number of Shipments, Commodity, Availability of Equipment Type and Shipment Start Date as competitive tools.

Ashland Chemical Company, Dublin, OH (several jobs held)

1975 – 2000

Domestic & Export Customer Service Representative

Electronic Chemicals Division

1996-2000

- Handled over the road pick-ups and delivery for domestic customer service
- Processed shipment of hazardous and non- hazardous chemicals

- Handled informational and escalated issues surrounding billing, new accounts, credits, and account receivables
- Responsible for managing sales of hazardous and non-hazardous chemicals within Asia
- Partnered with freight forwarders to arrange ocean and arrange airfreight shipments
- Worked with foreign and American banks with Letters of Credit

Sr. Accounts Payable Assistant

1992 – 1996

- Managed invoices using on-line DPS accounts payable system
- Responsible for reconciling financial statements
- Addressed questionable invoice, and escalated issues

Additional positions held with various departments within Ashland

- Accounts Payable
- American Express Credit Cards Issuance
- IC & S Invoicing
- Info 90 Payables System
- Credit Collections Dept

PROFESSIONAL DEVELOPMENT & TRAINING

Pacer Global Logistics:

- Certificate of Analysis
- Pricing/ Routing
- DOT Compliance, DOT HM-232
- Carrier and Rail Operations
- Hazmat Awareness / Security Awareness
- ISO 9000:2000

Ashland Chemical:

- Advanced Lotus 1-2-3
- IATA Air shipment
- Comtrac Training
- Prism
- QS 9000 Training
- AS400
- SAP

EDUCATION

Ohio State University, Columbus, OH
Emphasis on Business Management

REFERENCES **Furnished upon request**