

Professional Summary

Seven years experience in 3PL logistics and freight forwarding as a dispatcher and scheduler. Possess strong communications skills. Resourceful, stable and loyal professional with certified logistic and certified customer service skills. Results driven, and motivated with hands on ability to achieve performance goals. Strong multi-tasker with good time management skills. Exhibits solid organizational skills with the ability to excel in a changing, fast-pasted environment. Meticulous attention to detail, and unwavering follow through skills. An adaptable, loyal, and dependable professional with a willingness to learn.

Experience

- Sahale LTD** **Columbus, Ohio** Sept. 2006 – May, 2010
Commercial Sanitation engineering services throughout central Ohio
Customer Service Representative
- Confident direct customer contact
 - Created marketing plans for increased company profits
 - Perform inspections
- Pacer Global Logistics** **Dublin, Ohio** June, 1999 – Sept, 2006
Third party Logistics company
- Accessorial Analyst (Sept, 2005 – Sept, 2006)
- Calculate additional drayage charges and notify customer at time of occurrence
 - Responsible for equipment rental calculations and per diem daily.
 - Monitored & authorized additional charges billed to company
 - Achievements included the development and implementation of new operating procedures for the dept.
- Certified Logistic Operator/Dispatcher (Sept,2001Sept,2005)
- Expedited routings/tracking of rail, ocean and air freight
 - Monitored progress on drayage for pickups and deliveries
 - Coordinated delivery appointments
- Certified Customer Service Representative (June,1999-Sept.2001)
- Promote top quality customer service
 - Run reports in excel daily
 - Process damage and overage freight
 - Hazardous material shipper

Sept, 1996 – June, 1999

Safelite Auto glass **Columbus, Ohio**

- Auto glass replacement company
- Data Entry
- Cost effectively assisted insured into preferred auto glass shops
- Efficiently processed auto glass claims

May, 1990 – June, 1996

Lands O Lakes **Kent, Ohio**

Spread packaging plant

Machine Operator

- Operate packaging machine. (Benhil, morpac)
- Dismantled and reassembled machine for weekly sanitizing for FDA inspection
- Inspect product for color, texture & weight regulation

Education

- **Columbus State Community College**
- Certified logistic Associate (CLA) Certificate (11/10)
- Forklift certification- Midwest express group (11/10)
- Manufacturing Skills Standard Council (MSSC) (10/10)
CLA National Certification
- John R. Buchtel, High School Akron, Ohio Diploma

Additional Information

- Data entry, basic finance experience, email, computer literate, Microsoft Office including word and excel, social networking experience, keyboarding, AS400, customs clearance , internet navigation
- Mid-American Workers Association, Columbus, Ohio
Register voters; canvass neighborhoods to discuss political issues
- Curb Recycling Center, Clintonville, Ohio
Educate residents on accurate recycling

Excellent Reference Available Upon request