

**Marie L. Montalvo**  
4171 Glenmawr Avenue  
Columbus, Ohio 43224  
(614) 316-5065

## **OBJECTIVE**

To obtain a position that utilizes my management, customer service, communication skills and experience while providing an atmosphere conducive to my personal and professional growth.

### **Volunteer Work With:**

#### **HABITAT FOR HUMANITY**

- ❖ Deconstruction of designated buildings being condemned
- ❖ Physical removal of salvage materials that could be used in resale for the Habitat Restore

#### **APPRENTICE FOR A REALTY APPRAISAL OFFICE**

- ❖ Profiling various details of homes to establish their property value for bank owned and privately owned houses either for resale or private refinancing
- ❖ Evaluations of property values with such factors as their depreciation, value comparisons of similar properties and evaluation of its exterior and interior
- ❖ Preparing written and data entry reports showing the estimated property value, outline of methods by which the estimations were made and meet appraisal standards

## **PROFESSIONAL EXPERIENCE**

#### **PACER INTERNATIONAL August 1994 – Present**

- ❖ Worked independently on weekend shifts covering all rail and ocean transit needs
- ❖ Implemented a team email system to manage large volume of inbound and outbound customer emails. This helped ensure all issues were handled in a timely manner, while making the team members more efficient and effective
- ❖ Developed standard operating procedures and processes, to better aid the operating teams with rail communication, expediting customer shipments and reducing monies lost due to operating errors and rail penalties
- ❖ Assisted Manager in developing Rail Solutions, a new team, created to improve communication between home operations, the railroads and ocean representatives
- ❖ Implemented and tracked logistics programs specifically developed by sales and marketing departments for new and existing customers

- ❖ Managed Rail Solutions and day to day handling of numerous large customer accounts including Shaw Carpeting, Wal-Mart, General Electric

**Aida Personnel Service** December 1993 - July 1994

- ❖ Filling temporary duties ranging from receptionist to clerical in various office settings

**Bank One N.A. Bank Card Division** October 1991 – October 1993

- ❖ Monitoring credit accounts for possible fraudulent activity

**The Limited Inc.** November 1989 – June 1992

- ❖ Supervised second shift employees
- ❖ Trained new employees in area operations
- ❖ Checked and corrected incoming and outgoing orders
- ❖ Operated 10 key calculators, forklifts and stock pickers

## EDUCATION

**Columbus State Community College**  
College Course Work Concentration in graphic arts and word processing

**OCCHA Secretarial School –Youngstown**

**Ursuline High School – Youngstown**  
High School Diploma, College Preparatory Curriculum

## Training and Achievements

- ❖ Microsoft Office
- ❖ Outlook Express- Email Program
- ❖ Hazmat ISO Certified

### References:

❖ Derek Broome	Director of International Rail	614 766 6069
❖ Gene Coker	Director of Rail Operations	614 766 6086
❖ Shari Smith	Customer Account Coordinator	937 537 0167
❖ Laura Hagerty	Rail Transit Specialist	740 264 1096
❖ Dave Rettig	Operation Planning Manager	614 905 6653
❖ Valerie Scott	Accessorial Specialist Operations	614 678 1921
❖ Lynette Bethel	Rail Operations Specialist	740 253 2226
❖ Gary Ahlstrom	VIP Administration	614 766 6027