

MARK A FALLERT

178 Bellebrooke Dr. Pataskala, OH. 43062 (740) 964-3660 fallertmmlt@aol.com

TRANSPORTATION - LOGISTICS PROFESSIONAL

Operations ♦ Administration ♦ Customer Relations

COMPETENCIES

Executive Relations
Revenue & Profit Growth
Strategic & Tactical Planning
Capital/Budgets/P&L
Policy/Procedure Development
Customer Satisfaction & Retention
Workflow Optimization
Process Reengineering
Vendor Sourcing & Negotiations

Multi-site Operations
Start-Ups/ Turnarounds
Project Management
Regulatory Compliance Auditing
Cross Functional Team Leadership
Executive Presentations
Leadership & Team Building
Training & Development
Recruiting & staffing

Third Party Logistics
Contracts
Transportation
Distribution
Dispatch
Warehousing/Facilities
Accounting & Finance
Change management
Sales & Marketing

PROFESSIONAL ACCOMPLISHMENTS

EXEL, Inc. Westerville, OH.

Capacity Development Manager

2007 - 2010

Responsible for carrier contract management throughout the Eastern half of the country. Exel Direct is a \$150 million division servicing clients such as Williams-Sonoma (Pottery Barn), Restoration Hardware, JCPenney, Office Depot, Crate and Barrel, and Babies-R-Us.

- Maintained the working relationship with 40+ carrier owners and/or managers in 35 states, with respect to performance issues, process changes, new business, incentives, penalties and customer relations.
- Sourced new agent carriers to identify competent business partners capable of meeting strict compliance and service standards.
- Consistently achieved over 98% in on-time service delivery metrics.
- Performed all due-diligence checks and follow-up with respect to operating authorities and insurance requirements.
- Reduced carrier damage/return rate from over 9% to less than 3% in comparison to an industry benchmark of 5%.
- Conducted density studies to create the most efficient coverage territories for each carrier in the region.
- Negotiated all pricing and terms of contract in conjunction with the Finance, Risk and Legal departments.
- Managed all transition functions, and was on-sight at start-up for SOP and systems training.
- Performed quarterly inventories and joint visits to carrier locations with my client counterparts, to insure quality service standards were being met. Travel was 50 to 75%.
- Reduced customer/client incident rate from over 3% to less than 1%.

RMN Logistics, Inc. Columbus, OH.

General Manager

2004 - 2007

Managed all day to day activities including dispatch, sales and administration of this dedicated delivery operation with locations in Columbus and Cleveland, OH.

- Oversaw \$5 million annual budget and directed 50 employees including drivers, managers, warehouse staff and independent contractors.
- Maintained all high level customer relations for clients including American Eagle, American Greetings, Ann Taylor and Lane Bryant.
- Increased service levels above 98% by initiating WMS systems and a selective hiring program.
- Supervised back-of-the-house operations including payroll, human resources, and accounts payable/receivable.
- Implemented safety, attendance and maintenance programs to reduce downtime and increase profits by 5%

Ohio Parcel Service / Logistics Group LTD. Columbus, OH.

VP and Managing Partner

1990 - 2004

Managed daily operations of 12 offices in 5 states.

- Directed over 100 company drivers, 30 independent contractors and 25 support staff members.
- Grew start up operation from 4 employees to over 150, and became a regional force in same day, next day and dedicated delivery, covering much of the Midwest and Great Lakes region.
- Built revenue from zero to \$12 million within eight years, by aggressively developing customer relationships and offering superior service.
- Serviced large regional clients including Boise Cascade, ADP, Banc One, Wasserstrom, Continental Office Supply and American Greetings.
- Handled all upper-level customer relations and made joint presentations with sales representatives.
- Developed SOP's incorporating storage, inventory control, pick and pack, invoicing and shipping/receiving for internal beauty supply distribution business.

EDUCATION & TRAINING

B.S. in Business Administration, The Ohio State University, Columbus, OH.

Human Resource Management; Essentials of Leadership; Harassment in the Workplace;
Labor & Employee Relations; Employee Diversity