

# MARY JANE FITZPATRICK

74 Groton Drive  
Westerville, OH 43081

614.557.5095

fitzpatrick.m.j74@gmail.com

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**Transportation professional with over 15 years experience in the transportation industry. Ability to build strong rapport with personnel, customers, and associates based on knowledge, professionalism, and integrity. Areas of expertise include preparing sales contracts, processing orders, and maintaining positive customer relations. Always looking for ways to enhance knowledge and skills through continuing education opportunities.**

## CORE STRENGTHS

- Strong analytical skills
- Excellent communication and interpersonal skills
- Ability to pay attention to detail while seeing the “big picture”.
- Experienced in departmental management, staff training, and supervision.
- Proficient in MS Word, Excel, Outlook, MSCRM, Internet and AS400 applications
- Self-starter who always tries to get to the “root” of the problem to prevent future problems.

## PROFESSIONAL EXPERIENCE

### **Sales Associate, Viking Sewing Gallery – Columbus, Ohio**

**2008 – Present**

Utilize corporate sales promotions to achieve monthly budget objective. Introduce customers to products that meet their needs. Suggest additional purchases and payment options. Assist in inventory ordering, receiving and reconciliation.

- Establish excellent customer service techniques and rapport with people of all ages, cultures and beliefs.
- Document, manifest and schedule cargo for shipment.
- Accurately handle cash, credit card and check transactions.
- Maintain orderly store appearance.
- Open/close store – including counting of cash drawers, daily sales reconciliation and preparation of bank deposit.
- Sell company products.

### **Business/Administrative Support Specialist, Pacer Global Logistics, Dublin, Ohio**

**2006 – 2007**

Provided direct administrative support to the CCO, Vice President of Sales and two Account Executives with annual sales in excess of \$1,887.8m.

- Supported seller growth through pipeline (CRM) coordination, bid management and on-boarding new national and international accounts – including Cardinal Health, Goodyear and Owens Corning.
- Resolved customer service issues including operational execution, invoicing, and contract administration.
- Represented Pacer at customer presentations and on-site visits to reinforce customer relations.
- Direct liaison between customers and sales.

### **Quality Assurance Manager – Rail Operations, Pacer Global Logistics, Dublin, Ohio**

**2004 - 2006**

Key player in certification process for ISO 9000:2002 Quality System. Documented customer service, order entry, and complaint procedures; Corrective action and Root Cause Analysis Implementor.

- Analyzed repetitive quality problems in execution and outcome and recommended corrective action for improvements.
- Conceptualized, drafted and published operational work processes, flowcharts and reference material from outside resources.

### **Service Recovery Manager, Pacer Global Logistics, Dublin, Ohio**

**1999 – 2004**

- Conceptualized and designed a department that handled all service issues on loads traveling throughout the United States, Mexico and Canada.
- Trained a team of five people to work in that department who became subject experts in working with all railroads in the U. S., Canada and Mexico.
- Acted as liaison between Operations and IT EDI team for trouble-shooting and implementation of EDI transmissions.
- Communicated service issues with twelve internal, eight outlying and one international operating team.
- Provided tracking *information* on approximately 1200 rail loads daily.
- Handled all administrative duties including bi-annual personnel performance reviews.

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## **Rail Van Global Logistics, Columbus, OH Equipment Manager**

**1992-1999**

*Supervised ten team members, managing over 1,000 pieces of equipment at 100 customer facilities. Rail Van was acquired by Pacer Global Logistics in 2000.*

- Managed all charges related to housing/storing equipment at facilities.
- Oversaw a Special Equipment Project with the BNSF Railroad of 200 closed loop equipment pieces including quoting prices to customers, conducting sales calls and advising customers of outstanding issues.
- Traveled to railroads in the United States to facilitate “good will” and to secure necessary equipment.
- Handled all administrative duties including bi-annual personnel performance reviews.

## **Education/Continuing Education**

**The Ohio State University, Columbus, Ohio, Coursework: English Education**

**Emporia State Teachers' College, Emporia, Kansas, Coursework: English Education**

**C.I.B.A. customs brokers preparation coursework for the Customs Brokers Licensing Exam**

**Skill Path Seminars: How to Supervise People/Coaching and Teambuilding Skills for Managers and Supervisors, How to Deal with Difficult People, Fundamentals of Personnel Law for Managers and Supervisors, Managing Productivity, Customer-Service Excellence: How to Deliver Exceptional Customer Service**

## **Affiliations**

**Scioto Ridge Job Networking Group, Jewish Family Services SUCCESS Program, Volunteer for Habitat for Humanity, Volunteer for the March of Dimes**