

Steven Ramirez
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Professional Summary

Twenty-three years of Transportation Management and Customer Service experience with both shippers and transportation providers alike. Possess strong background in service performance, contract negotiations, cost reduction initiatives, load planning and load tendering processes, fleet management, resource and equipment utilization, distribution network planning/implementation, and contract carrier management.

Experience

Pacer International, Dublin Ohio

1998 –2009

Account Manager

- Managed existing customer accounts and assisted in the development and implementation of new business into the Pacer family of product organizations.
- Acted as escalation point for customer service and process improvement.
- Communicated across company business functions in order to help drive service performance.
- Monitored and measured service performance daily/monthly/quarterly.
- Identified and resolved problems through root cause analysis and corrective action plan implementation.
- Reviewed/analyzed account margin performance and developed actions to improve performance.

Business Support Specialist/Business Development Manager

- Specified, designed, tested and documented supply chain practices to meet customer requirements.
- Performed management role for the operational performance and integration of logistics solutions throughout the implementation cycle.
- Developed, prepared and delivered presentations outlining project implementation processes.
- Assisted Sales in ensuring that opportunity information was updated and accurately represented in sales reporting tool (CRM).
- Gathered, defined, documented customer requirements
- Orchestrated all phases of the project implementation including integration, scope, time, cost, quality, human resource requirements, communications, risk, and progress monitoring.

On-site Project Manager – Customer Headquarters

- Managed customer specific program at customer corporate facility.
- Worked in conjunction with customer's Supply Chain personnel to develop and implement supply chain strategies that supported customer financial, service and strategic goals.
- Worked closely with customer to assure goal alignment and error free execution of the distribution process.
- Made recommendations to customer of least cost distribution options, identify cost savings, and process improvement opportunities.
 - Through the execution of these recommendations, our team was able to drive customer cost savings for an average of 4%, year over year.
- Developed and implemented intervention and contingency planning to assure an uninterrupted flow of goods and materials to plants.
- Managed customer truck and leased driver assets.
 - Worked with customer financial team to strengthen cost models and controls.
 - Directed safety plan in the effort to improve DOT compliance and safety rating.
 - Responsible for driver utilization and staff developments.
 - Coordinated the functions of customer service team dedicated to service the account's needs in daily shipment monitoring, service escalation, contract administration, metrics and trend reporting.
- TL Process Manager Responsible for centralizing carrier management network, rate negotiation and contract administration. Build strategic partnerships with carrier contacts.
- Developed database to capture Fitness for Use criteria for truckload carriers in 300 origin/destination pairs at 23 different plant locations.

Continuous Improvement Manager – LTL

- Managed corporate less than truckload program serving inbound and outbound shipments with annual operating budget of \$50MM. The carrier base included both union and non-union general transport services covering 10 plants, 7 distribution warehouses and over 300,000 annual shipments.
 - Created bid process to negotiate rates and contracts.
 - Designed, implemented, monitored and administered service metrics and compliance.
 - Participated in Supply Chain analysis and distribution initiatives.
 - Reviewed classification, descriptions, and bill of lading requirements for automated freight pay systems.

Customer Service Manager – National Accounts.

- Responsible for managing customer service team assigned to process orders and execute planning process for Frigidaire's largest customers.
 - Monitored service and fill levels for all appliance lines. Worked with manufacturing contacts to align customer requirements with production scheduling.
 - Collaborated with Sales and Customer contacts to ensure customer service expectations were accurately captured.
 - Coached and mentored Service Representatives on order management and customer service skills.
 - Worked with I.T. to identify and define EDI specifications in order to facilitate smooth transition of manual processes in an electronic environment.

Professional Development

- Logistics Certification, Georgia Institute of Technology, Atlanta GA
 - Warehousing and Distribution,
 - Supply Chain Management,
 - Transportation Modeling and Logistics Systems,
- U.S. Department of Transportation Safety and Hazmat Compliance:
 - JJ Keller Transportation Consultants Columbus, OH

References

Available Upon Request