

CLIENT NAME

101 Main Street * Everytown, Georgia 30000 * (555) 123-4567 * sampleclient@gmail.com

Operations Manager

TRANSPORTATION MANAGEMENT / CUSTOMER SERVICE / PAYROLL / BUDGETING

Proactive and results-oriented Logistics Coordinator with six years of professional experience in the transportation industry. Reputation for building and leading cohesive, high-performance teams. Proficient in the management and establishment of company policies and procedures, resource planning, and Key Performance Indicator tracking and analysis. Successfully designs and executes plans that improve core business profitability, responsibly managing budgets and exceeding organizational goals.

CAREER HIGHLIGHTS & ACHIEVEMENTS

- *Managed* and completed multiple projects simultaneously within strict budgetary and deadline targets, consistently shipping retail, wholesale, and private orders on time and under budget.
 - *Introduced* a creative management system for local drivers that significantly streamlined operations, increasing manager productivity by 10% by reducing the employee workload.
 - *Generated* approximately \$300 million in the Southeastern region during the second quarter of 2018, composing approximately one third of Intermodal's total revenue during this period.
 - *Coordinated* weekly shipments of 2,300 orders to minimize budget expenditures and adhere to customer deadlines. Exceeded customer service levels of 98.6% to 98.9% expected service rate.
 - *Supervised* 50-member driver teams on the shipment and delivery of orders to independent/private clients. Led meetings to communicate updates on a wide range of safety and company procedures.
 - *Awarded* 'Atlanta Intermodal Fleet Manager of the Year' in 2015 out of 40 candidates for reducing employee turnover, maximizing productivity, and exemplary customer service satisfaction scores.
 - *Developed* continuing education opportunities for professional truck drivers that reduced accident rates. Saved company thousands of dollars in workers compensation claims from injured drivers.
 - *Promoted* from Fleet Manager to Logistics Coordinator after two years for excellent organizational efficiency strategies that doubled ABC Transport's stock price in a four-year period.
 - *Analyzed* 50 routes weekly to reduce excess miles and minimize empty driving miles to save company thousands of dollars in excess fuel costs.
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PROFESSIONAL EXPERIENCE

2016 - Present

Logistics Coordinator, ABC Transport, Inc., Anytown, GA

- Coordinate 400 drivers with 2,300 load assignments weekly to maximize available hours and satisfy customer needs. Generated \$300 million in revenue during Q2 in 2018.
- Supervise rail/truck schedules to maximize operational efficiency through equipment and load matching. Plan shipments proactively to ensure the safe execution of assignments 98.6% of the time. Adapt schedules to meet changing customer specifications.
- Contract outsider carriers during peak seasons to create economies of scale and maintain excellent levels of customer service.

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PROFESSIONAL EXPERIENCE (CONTINUED)

2014 - 2016

Fleet Manager, ABC Transport, Inc., Anytown, GA

- Analyzed daily transit data to design routes that minimized travel delays for 50 drivers. Dispatched load assignments and suggested driver routes to Logistics Coordinator to maintain service levels.
- Created continued training opportunities for drivers that lead to a decrease in annual accidents and workers compensation claims. Adhered to Federal D.O.T. Regulations of fleet safety.
- Trained and mentored 20 Fleet Managers-In-Training across the seven states in the Southeastern region. Guided managers through company's policies and procedures.
- Managed a payroll budget of \$2,500,000. Audited Manager Payroll to ensure accuracy and resolve discrepancies.

2013 - 2014

Professional Truck Driver, XYZ Carriers Inc., Anytown, WI

- Supervised vehicle operation and maintenance for a major national carrier. Oversaw \$200,000 in company equipment in addition to the cost of the shipment.
- Conducted approximately 672 inspections across the United States and Canada each year. Reviewed all transportation routes to ensure timely and efficient delivery to clients.

2012 - 2013

Independent Contractor, XXX Inc., Anytown, MO

- Generated \$350,000 annually in the long-haul refrigeration freight business. Analyzed financial statements to determine the profitability of the business.
 - Coordinated all support functions including: payroll, file management, data entry, and negotiations across hundreds of clients in the continental United States.
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EDUCATION

B.B.A/Operations Management, Georgia State University, Atlanta, GA

AWARDS

'Atlanta Intermodal Fleet Manager of the Year,' ABC Transportation, Inc., 2015

TECHNICAL

Microsoft Office Suite (Access, Excel, Outlook, PowerPoint, Word), EDI, GPS Tracking, AS/400

REFERENCES Available upon request