

## CALL

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## Qualifications for Terminal Assistant

*Enthusiastic Leader Eager to Rejoin the Workforce in a Growth-Focused Transportation-Centric Role*

Quick-Learning, Results-Generating Professional who offers proven experience in Operations / Office Management, Dispatch, Logistics Coordination, Data / Records Management, Process Optimization, and Regulatory Compliance, as well as talents in Team Building, Training / Development, Workflow Prioritization, Scheduling, and Customer Service. Top Performer who makes sound decisions to reflect positively on multi-site operations in alignment with a company's vision, value, and goals. Ambitious Self-Starter who rises above challenges to achieve winning outcomes, including quickly adapting to evolving transportation / logistics scenarios, as well as independently resolving in-depth issues. Excellent Communicator who develops synergistic relationships with decision makers, teams, and customers, and who leads staff by example and with ethics and integrity.

### Career Highlights Include:

- Excelling within fast-paced autonomous and / or collaborative work situations.
- Collaborating with cross-functional teams to get the job done, and done on time.
- Driving staff engagement and creating solutions-oriented partnerships to meet objectives.
- Emphasizing new methods of transportation strategies while overcoming key logistics obstacles.
- Demonstrating experience in diverse roles, including driver, dispatcher, broker, and office manager.



## PROFESSIONAL SYNOPSIS

### LTC COMPANY, CITY, ST

2011  
– 2015

#### Associate-Dietary Department

Capitalized on the opportunity to lead forward-thinking dietary department initiatives, including courteously and professionally serving residents and attending to their needs while in the dining area within a time-sensitive environment. Developed mutually beneficial relationships with residents, as well as their families and visitors.

- Expertly adhered to state regulations concerning care and cleanliness, as well as other standards.

### TRUCKING USA, INC., CITY, ST

1991  
– 2010

#### Dispatcher | Operations Manager (1994 – 2010)

Strategically steered high-volume dispatch operations while liaising among customers, brokers, shippers, and receivers to achieve transportation and delivery objectives. Drove business growth by recruiting, training, mentoring, and managing a results-focused team of associates, including optimizing use of resources to achieve goals by planning and prioritizing scheduling and workflow for seamless operations. Contributed sharp analytical abilities toward handling accounts receivable, collections, and invoicing, and audited driver's daily logs to ensure DOT compliance. Tracked figures for quarterly and yearly totals and figured IFTA taxes for fuel and mileages.

- Secured loads on the phone and internet, and cost-effectively negotiated rates and terms.
- Improved administrative efficiency by designing and laying out office forms and documents.
- Personally handled annual drafting, updating, and dissemination of the company's policy manual.
- Collaborated with owner and Caterpillar technical support to improve MPG and driving techniques.
- Verified and set engine parameters to improve performance of engine's Electronic Control Modules.

#### Professional OTR Driver (1991 – 1993)

Utilized broad scope of industry knowledge toward coordinating transportation routes with customers, including scheduling loading and delivery times per customer preference. Actively communicated with dispatch operations to receive comprehensive load information and address and / or resolve transportation concerns.

- Successfully met and / or exceeded on-time delivery goals.
- Continually represented the company in a professional manner.
- Exhibited proven experience in building solid customer relationships.

## EDUCATION & PROFESSIONAL DEVELOPMENT

### Undergraduate Studies

US COMMUNITY COLLEGE

### Certified Coach

THE INSTITUTE OF PROFESSIONAL COACHING