ROBERT SMITH

Jr. Logistics Coordinator

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Logistics Coordinator Professional with extensive experience in the manufacturing and metal fabrication industries. To obtain a challenging job that will allow me to gain experience and knowledge while putting my years of customer service experience to the company's advantage.

EXPERIENCE

Jr. Logistics Coordinator

ABC Corporation - JULY 2014 – MAY 2015

- Determined cost-effective resolution to issue by analyzing, collaborating, negotiating, and deciding by the deadline.
- Coordinated humanitarian projects from conception to completion, working within the parameters set by the government.
- Responsible for attending daily drumbeat and presenting weekly status updates to multiple levels of the organization.
- Demonstrated proactive behavior by redesigning report to improve visibility to likely delays.
- Logistics support, including repackaging and labeling of broken lot numbers of ammunition and supplies.
- Operating machines or equipment to remove, package, store or transport loads of waste material.
- Coordinate logistics for otr trucking company drivers for commercial freight long-haul.

Customer Service Representative

ABC Corporation - MARCH 2014 – JULY 2014

- Interfaced between the customer and client (large devices and services company headquartered in redmond, wa) with regard to retail order management communications ensuring accurate deliveries.
- Managed and executed the order management process for multiple client customers, including tier 1 customers and executive sales seeding campaigns.
- Analyzed key performance indicators through sap erp data extraction, constructed reports and provided timely projections to stakeholders as needed.
- Developed continuous improvement process (cip) initiative for executive sales seeding web tool which resulted in more than 70% reduction in processing errors in addition to leading the retail team cip initiative.
- Led successful execution of "ship it right" program for a large tier 1 customer resulting in a significant reduction in late

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deliveries and their associated fines.
- Provided developmental training to team ensuring a seamless transition.
- Able to track down packages that may have been sent to the wrong sites, thru email traffic and tracking numbers.

EDUCATION

- Bachelors Of Science in Business Administration - (UNIVERSITY OF EVANSVILLE - Evansville, IN)

SKILLS

Microsoft Excel, Inventory Management, Researching Problems And Finding Quick Solutions