

ROBERT SMITH

Logistics Support Specialist III

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To gain Logistics Support Specialist position that involves cultivating leadership abilities gained through previous employers. Schedules, validates standard deliverables and supports trade studies for platform subsystems.

EXPERIENCE

Logistics Support Specialist III

ABC Corporation - MARCH 2007 - 2009

- Inspected equipment and read order sheets to prepare for delivery to users.
- Conferred with staff, users, and management to establish requirements for new systems and modifications.
- Trained and managed 2 and achieved significant improvements in their productivity.
- Conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Set up equipment for employee use, performing and ensuring proper installation of cable, operating systems and appropriate software.
- Installed and performed minor repairs to hardware, software, and peripheral equipment, following design and installation specifications.
- Entered commands and observed system functioning to verify correct operations and detect errors.

Logistics Support Specialist

Delta Corporation - 2002 - 2007

- Managed a shipping department responsible for worldwide distribution of military equipment Directed movement of hazardous materials via air shipment.
- Provided proprietary software customer and quality support Performed root cause analysis for hardware and software issues ranging from installs.
- Remained quota for resolved tickets Provided client support for online users including access and passwords Participated in weekly meetings to assess.
- Provided excellent customer service to multiple parties in a fast-paced environment Fielded a high volume of inbound/outbound calls Oversaw company.
- Support for dispatched truck drivers.
- Managed ERP data entry through system validation checks Effectively employed proprietary ERP data analytics Performed QC inspection and end-process.
- As the Logistics Support Specialist at Aberdeen Proving Ground.



EDUCATION

- Bachelors - (Strayer University)
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SKILLS

Logistics, Supply Chain, Customer Service, Project Management, MS Word, PowerPoint, Excel.