

Robert Smith

Logistics Support Specialist

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SUMMARY

Seeking a Logistics position that will allow further use continuous improvement skills and utilize best practices learned from working in several different transportation roles.

SKILLS

Microsoft Windows, Mac OS X, Microsoft Office, Quickbooks.

WORK EXPERIENCE

Logistics Support Specialist

ABC Corporation - October 2014 - November 2014

- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Served as the main liaison between customers, management and sales team.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Directed calls to appropriate individuals and departments.
- Entered numerical data into databases in a timely and accurate manner.
- Organized forms, made photocopies, filed records, and prepare correspondence and reports.

Logistics Support Specialist

Delta Corporation - 2013 - 2014

- Logistic Support Provides excellent customer service to TQLs carrier base.
- Demonstrates courtesy and professionalism in a high-volume inbound call center.
- Establishes a good relationship between carriers and TQLs after-hours reps Resolve any on the road issues that may occur throughout the evening.
- Coordinated with senior staff regarding relocation and transportation arrangements Prepared documentation and coordinated transport of resources.
- Organized the logistics operations, material/supply arrivals and departures, to run effectively Supported the companys promise of prompt delivery by .
- Delivered millions of dollars of life saving assets to various organizations while deployed in Operation Iraqi Freedom (7/2007-10/2008).
- Trained multiple personnel in various tasks increasing the productivity of the section by 90%.

EDUCATION

Associates of General in General Studies - August 2008(Kennedy King College - Chicago, IL)