ROBERT SMITH

Shipping Manager & Purchaser

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Conscientious, straightforward Transportation Supervisor with more than 15 years of successful experience in Transportation, Customer Service, and Sales. Proven ability to think quickly, use creative and proactive methods to resolve issues and provide seamless service to customers. Recognized for completing projects on time and to the satisfaction of the customer. Persuasive negotiator with an outstanding work ethic and dedication to the job.

NOVEMBER 2003 – JANUARY 2016

SHIPPING MANAGER & PURCHASER - ABC CORPORATION

- Work closely with domestic and international customers to provide best shipping options and routing of shipments.
- Create customer specific templates for labels/upcs using Excel & Labelview Invoicing, mailing/emailing invoices, process customer credit card payments.
- Update customers compliance information regularly using Microsoft Word.
- Schedule the work daily, calculating the time needed to process and ship orders.
- Managing the work flow and monitor the team of the shipping department to ensure orders were processed and shipped correctly and on time according to customer specifics.
- Prepare team member review documents & sit down one on one to review accomplishments and improvement needed.
- Train new members of shipping department team.

2002 – 2003

SHIPPING MANAGER - ABC CORPORATION

- Train/develop/mentor/motivate a cohesive team, continually ensuring high service and product quality by monitoring "mis-picks" and productivity reports.
- Maximize order selection accuracy and shift productivity and work quality through hands-on coaching and performance evaluation Maintained daily shipping activities and good relationships with partners and carriers.
- Monitoring the incoming and outgoing shipping activities to ensure accuracy, completeness and condition of shipments.
- Ensuring strict adherence to the permitted loading limits and fulfillment of all documentation and other formalities.
- Monitoring the loaded trailers to ensure accomplishment of the planned shipping load specifications as well as all the safety and security measures.
- Motivating and encouraging subordinate clerks and the workers to follow the deadlines and the setting quality standards.

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- Oversaw loading and unloading, staged and set up merchandise, and pulling merchandise for shipments to stores..

EDUCATION

Certificate in Retail Floristry - 1993(Dundalk Community college - Baltimore, MD)

SKILLS

Computer Skills, Word And Excel, Management, Customer Service.