

**JSCO INC. EXECUTIVE RESOURCES**  
**Transportation Recruiting Specialists**  
<http://www.directacareer.com>  
**E-Mail: recruiter@directacareer.com**  
**Business: 800-723-2691 - Cell: 316-209-3377**

**Candidate # bard10bid**

**OBJECTIVE:**

To obtain a transportation management position with a company that will utilize my logistics and transportation experience and where my managerial, problem solving and communication skills will contribute to the organization's goals to help the company excel in its marketplace.

**PROFESSIONAL HISTORY:**

**(1998-Present)**

**TRANSPORTATION MANAGER/ACCOUNT MANAGER**

Manage all transportation activities at customer's site for 3PL. Analyze customer's requirements and develop transportation solutions to reduce costs and improve service. Possess thorough understanding of the transportation industry, a strong supervisory background and excellent understanding of driver relations, safety, training, and maintenance functions. Implement and maintain driver retention and safety programs.

- Exercise full P&L responsibility for location.
- Identify best practices and develop new transportation systems, including change management.
- Practice full project life cycle expertise with skilled liaison between customer and project team.
- Design and implement improvements that reduce costs and increase revenue.
- Oversee and manage all facets of Transportation Department, including safety, DOT compliance, dispatch, hiring and training of new employees.
- Assist customers with Transportation solutions by load planning, driver management, and all customer service functions needed to ensure satisfaction, high production levels, on-time delivery, and minimal deadhead within the dedicated operations.
- Establish quantifiable and observable performance objectives for direct reports and team members.
- Evaluate and measure performance of external service providers using applicable performance metrics in order to ensure quality, service, efficiency and delivery to specifications as set forth in contract.

**(9/2000)**

**GRADUATE ASSISTANT**

Assist Department of Marketing and Transportation faculty with research projects.

**(1997-1998)**

**OPERATIONS SUPERVISOR**

Directed all aspects of dock operation at Distribution Center in an efficient manner insuring that company goals as well as customer expectations were met.

- Member of team that developed new procedures to improve service, reduce operating costs, and increase worker productivity.
- Responsible for planning daily local delivery and pick-up routes.

- Responsible for raising on-time service levels to company goal of 98% through the collection and analysis of computer data regarding incoming shipments and driver performance. Chosen to teach co-workers this process.
- Provided management and leadership in a union environment that effectively retains, develops, and motivates employees.
- Supervised the loading of freight in a claim-free manner, reducing cargo claims by 15% during the first two quarters of 1998.
- Managed and administered company and DOT regulatory procedures and requirements.
- Established quantifiable and observable performance objectives for direct reports.
- Provided training, set performance goals and provided evaluative feedback to all direct reports.
- Planned and organized work assignments.

**(1996-1997)**

**OPERATIONS COORDINATOR**

Responsible for all aspects of package delivery operation including: hiring, training, customer service, pick-up and deliveries, and package sort.

- Insured service at levels which set industry standards to enhance company reputation and give company competitive leverage with customers.
- Was instrumental in raising terminal delivery on-time percentage from 92% to 98.5%.
- Assigned and directed work; rewarded and disciplined employees as well as independent contractors; addressed complaints and resolved customer conflicts.
- Trained and evaluated performance of employees and independent contractors.
- Managed and administered company and DOT regulatory procedures and requirements.
- Responsible for the day-to-day activities of the terminal including coordinating pick-ups and deliveries and the collection of C.O.D. payments.
- Implemented new administrative procedures, which had reduced claims and lost revenue, resulting in terminal operating 17% below budget.
- Supervised 40 employees.

**U.S. Army (1988-1995)**

**SERGEANT / SQUAD LEADER / MISSION MANAGER**

- Managed round-the-clock intelligence gathering mission.
- Trained new members of organization.
- Responsible for the professional development and motivation of subordinates.
- Implemented methods used to fulfill national level intelligence directives.
- Responsible for translating, analyzing and reporting foreign language material that satisfied high priority national level intelligence requirements.
- Operated highly sophisticated computer and electronic equipment to make written records of foreign language broadcasts as part of a worldwide strategic mission. Joint duty with National Security Agency.

Detailed Information and references available upon request to:

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**EDUCATION:**

Master of Transportation and Logistics Management  
Florida Institute of Technology, expected graduation date 4/04

- Chinese Mandarin Language Course  
Defense Language Institute, 1989
- B.A., History  
St. Bonaventure University, 1986

**SKILLS:**

Excel, MS Word, PowerPoint, Access, AS 400

**AWARDS AND HONORS:**

- RPS, INC. Operations Coordinator of the Year WTPL terminal – 1996
- Top Secret Security Clearance
- Joint Service Commendation Medal
- Army Commendation Medal
- Good Conduct Medal
- National Defense Service Medal

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