

# JESSICA CLAIRE

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## Professional Summary

- Dynamic, results-driven, logistics manager with 25+ years of experience working within fast-paced environments. Innovative and self-motivated leader who excels in the development and delivery of efficient processes, productive operations, and excellent customer service. Strong communication skills, serving as a valuable coordinator, liaison, and manager. Education and Experience in: Warehouse Management
- Project Management
- Customer Service Sales
- Logistics Operations Management Customer Relationship-Building
- Account Management
- Inventory accuracy
- Quality and Performance Metrics Front and Back Office Administration
- Human Resources
- Budgeting and Finances
- Strategic Planning

## Skills

- Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)
- Netsuite Software
- Company-specific applications for data management and reporting
- Web-based tools for online research and communications
- Administrative, Progress
- Benefits, Promotion
- Budgets, Quality
- Business solutions, Rapport
- Credit, Receiving
- Clients, Recruiting
- Client, Recruitment
- Customer service, Reporting
- Data management, Routing
- Database, Sales
- Delivery, Shipping
- Employee relations, Supervisory
- Estimating, Supervisor
- Executive Management
- Filing
- Financial
- Hiring
- Human Resource
- Instruction
- Insurance
- Inventory
- Legal
- Letters
- Logistics
- Meetings
- Excel
- Microsoft Office Suite
- Outlook
- PowerPoint
- Windows Operating Systems
- Word
- Works
- Online research
- Payroll
- Personnel
- Pricing

## Work History

### Customer Service Advocate, 10/2010 to 02/2011

Bmw Group – Atlanta, GA

- Assisted customers with questions and concerns regarding company and product information, answering inquiries on consumer matters such as order status, product complaints, and return policy information.
- Met or exceeded productivity quotas, assisting over 90 customers each day.

### Project Manager and Chief Estimator, 06/1998 to 01/2009

Precision Metals And Hardware – City, STATE

- Developed, implemented, and managed subcontractor projects and operations, working closely with clients throughout the process to create customized business solutions.
- Implemented innovative pricing strategies and client programs that targeted existing business accounts as well as new clients in order to optimize growth and company revenue.
- Spearheaded large accounts and personally managed key clients.
- Managed several projects simultaneously, overseeing productivity, generating activity reports, providing progress updates, and motivating employees.
- Achieved goal of \$2.6M in invoiced dollars in 2007.
- Promoted to Project Manager from Chief Estimator.
- Reached an annual estimating output of over \$30 million as Chief Estimator.

### Human Resource Assistant and Shipping Supervisor, 01/1992 to 06/1998

Sullivan Schein – City, STATE

- Began employment as Shipping Supervisor and moved into the role of Human Resource Assistant to provide support for recruitment, hiring, training, benefits, and employee relations for over 1,000 employees.
- Partnered with employees and managers on employee claims and legal issues.
- Responded to questions from employees regarding benefits, 401k, training, and internal promotions.
- Performed hiring duties such as offer letters, background checks, new employee orientation, employee record updates, and recruiting reports.

- Managed and processed records for terminations, AAP compliance, FMLA and COBRA, health insurance claims, and worker's compensation claims.
- Directed and managed all teams and operations involved in shipping, receiving, and processing functions for over 200 orders each day as Shipping Supervisor.

## Education

### Returns Manager | Warehouse Supervisor | Logistics | Dash Medical Gloves: Current

Franklin, WI

- Works within a series of positions that have increased in scope and responsibility with each promotion for this leading distributor of medical gloves and supplies
- Coordinates orders and shipping with other departments such as sales, customer service and warehouse. Provides warehouse supervisory assistance and guides training of warehouse personnel.
- Oversees inventory accuracy, order filling, and routing efficiencies and cost. Create distribution plans to coordinate the physical movement of inventory to a wide range of destinations. Determine the most advantageous shipping methods based on specific routes, times, weight, cost, and federal regulations. Prepare products for shipment.
- Track product and delivery information within the database. Perform routine quality checks on shipments, communicating often with recipients to ensure that deliveries are made according to plan. Build rapport and develop solid working relationships with customers while identifying current and future needs. Serve as a main point-of-contact for information, questions, and issues.
- Develop, manage, and perform all functions involved in the product return cycle, from initial customer request and return instruction to product receipt and credit processing.
- Conduct inventory analysis on a regular basis to ensure optimal product levels to meet customer demand.
- Support administrative, operational, and financial functions for the distribution center.
- Monitor budgets and P&L statements, carefully tracking income and expenditures. Institute effective controls for expenses and payroll to maximize net profits.
- Attend meetings with the Executive Management Team to present updates, reports, and recommendations for further growth.
- Take on additional roles and duties, often leading special projects or assisting with overflow work.

### Bachelor of Science: Health Administration, 2014

University of Phoenix

### Associate of Arts Degree: Psychology, 2012

University of Phoenix