

# ABASS BORE

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**(Legally authorized to work for any US employer and no sponsor needed now or in the future)**

Experienced Operations Team Leader who excels at streamlining operations to decrease costs and promote organizational efficiency. Energetic and results-focused with success in developing and leading teammates to meet and surpass company goals. Highly effective management professional emphasizing innovation and creativity in solving complex problems and very diligent in improving processes.

## EDUCATION

**Master of Business Administration:** July 2023

University of Phoenix, Phoenix, Arizona

**“Passed with Distinction” – GPA 3.97**

**Certificate in Procurement and Contract Management:** April 2022

Oregon State University, Corvallis, Oregon

**Bachelor of Arts in Management:** July 2012

Bahir Dar University, Bahir Dar, Ethiopia

## EXPERIENCE

**International Operations Specialist,** June 2022 – March 2023

Radiant Global Logistics, Remote

- Integral role in operations to assist in moving freight for a wide variety of customers in the US and worldwide.
- Alerted, routed, tracked, and traced shipments via various internet tools and updated transportation software systems.
- Made International bookings, created AWB, and followed up with overseas partners until freight was delivered.
- Responsible for gathering and entering job costs with accuracy and timeliness for billing.
- Responsible for AES export filings in ACE.
- Handled shipments with a high level of attention to detail and white-glove service requirements by following the standard operating procedures of the company.
- Recognized potential and existing service failures, issues, and shortages, and handled them in collaboration with management or customer support as appropriate.
- Quoted customers and obtained best-routing solutions and rates.
- Effective approach with carriers/partners to obtain special rates or spot quotes.
- Obtained vendor charges and audited for accuracy and legitimacy.
- Assisted on-call duties, in rotation with other operations staff.

**Project Specialist,** June 2021 – March 2022

DSV Air & Sea, Herndon, Virginia

- Daily communication with DSV operators concerning related KPIs.
- Sent out push reports to respective operators and provided necessary visibility for action.
- Provided status updates to department managers and the branch manager. concerning the progress made with KPIs.
- Followed up with operators on action items not taken.
- Provided critical thinking and value-added solutions to improve KPIs.
- Identified areas to target, learned about that specific situation, and acted.
- Achieved corporate KPI goals.
- Supported operations where necessary.

**IBX Logistics/Warehouse Specialist III,** September 2020 – May 2021

Equinix, Ashburn, Virginia

- Documentation and system updates.
- Received, distributed, and tracked daily shipments.

- Maintained system records of materials received & shipped and notified appropriate stakeholders.
- Maintained appropriate consumable stock levels.
- Managed stored and abandoned equipment.

### **Materials Coordinator**, February 2020 – August 2020

Endeavor Air, Minneapolis, Minnesota

- Ensured compliance with guidelines of the General Maintenance Manual (GMM) and FAA rules and regulations.
- Ensured delivery of materials to all maintenance bases for scheduled and unscheduled maintenance daily.
- Advised Management of all pertinent parts' information related to operational requirements.
- Coordinated with the parts/shipping department on all parts transfers to applicable bases.
- Monitored and transferred rotatable parts to appropriate bases where A/C maintenance was accomplished.
- Monitored expendable/consumable items for redistribution and stock levels for scheduled maintenance.
- Monitored Minimum Equipment List/Deferred Maintenance Item reports and ensured parts were available at the required location for repair.
- Responsible for tracking and monitoring incidents of parts cannibalization, expediting inventory stocking levels, and transferring spares as required to the applicable base.
- Monitored AOG shipments to all bases and communicated to maintenance control the status of each.

### **Logistics/Outbound Agent**, October 2018 – May 2019

Expeditors International, Eagan, Minnesota

- Ensured smooth and timely freight process flow.
- Ensured accurate and timely data entry into the company's operational system.
- Tracked and traced domestic shipments.
- Dispatched freight.
- Worked closely with carriers and partners routing freight, solving logistical challenges, and providing solutions.
- Ensured delivery of freight and timely clearance when applicable
- Interacted with customers in arranging their Transcon shipments to meet customer service standards.
- Contributed to maintaining good relationships with suppliers.
- Prepared quotes for clients
- Network communications, and timely responses to emails and requests (internal and external).

### **Department Helper**, February 2018 – August 2018

International Paper, Auburn, Maine

- Helped with machine set-up according to customer specifications.
- Utilized basic shop math such as accurately reading tape measures, gauges, and other testing equipment, etc.

## **SKILLS**

Process Improvement  
Project Management  
Time Management  
Leadership  
Conflict Resolution

Logistics Management  
Strong Customer Service  
Adaptability  
Teamwork  
Problem Solving

Vendor Sourcing  
Result Oriented  
Critical Thinking  
Data Analysis  
Negotiation

## **COMPUTER SOFTWARE SKILLS**

MS Word | MS Excel | MS Power Point | MS Access | MS Outlook | Web-based Programs | Internet | Communication Tools

## **LANGUAGE SKILLS**

- English: Full professional proficiency (speaking, writing, reading).
- Italian: Fluent (speaking, writing, reading).
- French: Intermediate (speaking, writing, reading).