

GERALD PLOTKE



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Tinley Park, IL 60477

PROFESSIONAL SUMMARY

Experienced customer service professional bringing over 7 years of rate negotiations, coordinating shipments, collaborating with freight carriers and managing accounts receivable as well as customer needs. Meticulous, efficient and flexible in handling diverse issues. Knowledgeable about freight industry regulations and business operations.

EDUCATION

Illinois State University
Normal, IL • 05/2013

Bachelor of Science: Marketing

WORK HISTORY

Total Quality Logistics - Logistics Coordinator
Chicago, IL • 06/2013 - 01/2021

- Experience as Account Executive, Customer Account Specialist, and Logistics Coordinator
- Successfully negotiated rates with carrier companies for customer shipments then booked and tracked loads to completion, roughly 50 times weekly.
- Quoted customer shipments for new lanes regularly to get awarded new freight.
- Planned and supervised shipments from shipper to receiver and scheduled daily and weekly routes.
- Tracked orders and notified customers of status or potential delays.
- Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints concerning invoices and shipments.
- Verified accurate account invoicing through collaboration with accounting department.
- Managed anywhere from 2-5 new trainees every 6 months and delegated duties to team members daily

Plotke Asphalt Inc. - Laborer
Rockdale, Illinois • 05/2009 - 06/2013

- Worked alongside team to accomplish work goals according to schedule.
- Learned diverse construction trades skills, including basic blacktop paving, seal coating, brick laying, and concrete work.