**Anna Danaii Moumtsas**

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**Objective**

I have experience in Operations having 16 years within the transport industry. In  
my current employment I am Operations Supervisor working in a fast paced,  
results driven industry. I would like to continue to develop my professional skills  
and continue to expand my knowledge base. I am highly motivated and would  
bring a great work ethic to any business along with my professionalism and great  
ability to form outstanding working relationships with customers

**Work Experience**

Operations Supervisor

State Transport

Heatherton VIC

November 2020 / In progress

In my current role I am the Operations Supervisor, I oversee the Operations Department assisting staff members with Customer Queries, Driver Queries, Fleet Allocations, Customer Escalations, Driver Escalations, Customer Bookings via Phone and Email, Oversee and maintain daily driver budgets and meeting targets, KPI Reporting on Major Customers & reporting to the Operations Manager with Driver Vehicle Requirements, I also manage the LCL Division of the company, Obtaining Quotes and Bookings Freight for Interstate Transport.

PM Operations Supervisor

Minus 1

Dandenong VIC

April 2019 / November 2020

As the PM Operations Supervisor I was overseeing Customer Service Phone Calls & Emails, Ensuring Interstate Freight was loaded in a timely manner, Ensure Driver Interstate Manifest were processed correctly, Ensure Local Driver paperwork was processed correctly, Fleet allocating to Local Drivers, Communication between Warehouse and Operations was efficient and constant.

Fleet Controller

Empire Transport

Braeside VIC

September 2017 / April 2019

In this Role as Fleet Allocator I was dispatching/allocating work to drivers, Assisting Drivers with their queries, Assisting customers with driver ETA and queries, Tracking and Monitoring driver ETA, Reporting to the Operations Manager with driver vehicle requirements, Email/Telephone bookings, KPI Reporting and Quoting Customer bookings.

Customer Service Officer

Qwiksilver Logistics (EFM Logistics)

Glen Waverley VIC

August 2013 / August 2017

In this role I was taking Customer Courier and Taxi Truck bookings, Assisting Customers with ETA/Queries with a wide variety of Transport Companies, KPI Reporting for Major Customers, Liaising with Carriers for quotations, Sourcing vehicles for urgent freight bookings via several Transport Companies, Internal Account Manager for a Major Customer which involved site visits and KPI reporting, Training New Staff, Acting Team Leader for 12 months, Reporting to the General Manager

Customer Service

Mainfreight

Clayton VIC

July 2012 / August 2013

In this role I assisted with Customer Bookings and ETA queries, I also assisted with Customer Queries with missing freight and performed dock searches.

Customer Service

City Holdings/Coles

Clayton VIC

April 2010 / July 2012

In this role I completed Customer Bookings via Phone and Email, Assisted Customers with Driver ETA and booking queries,

Customer Service

Toll IPEC

Clayton/Altona VIC

June 2005 / July 2010

In this role I was in the Bookings Team answering on average 300 calls in one shift, Completing Customer Bookings via Phone/Email/Web Site, I was given Customer Service access to lodge Customer Enquiries & Service Requests that went on to the Customer Service Department for reviewing and actioning.

**Skills**

**Customer Service**

Advanced level

**Fleet Allocation**

Advanced level

**Communication**

Advanced level

**Problem Solving**

Advanced level

**Languages**

**English**

Native

**Greek**

Intermediate