

KAHDIJAH LEMAINÉ

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SUMMARY

Detail-oriented logistics professional and Knowledge House Innovation Fellow with over 8 years of experience in vendor coordination, operational troubleshooting, and compliance. Skilled in managing stakeholder communications, analyzing service workflows, and resolving complex issues across freight and public sector domains.

WORK EXPERIENCE

Compliance Booking Representative

Laufer • New York, NY — July 2016–Present

- Manage 50+ weekly ocean import bookings, optimizing routing to reduce transit times by 15%
- Streamline booking workflows and documentation procedures, reducing manual entry errors by 30% and accelerating processing times.
- Provide white-glove service to clients by managing real-time shipment tracking, compliance updates, and incident response coordination.
- Proactively resolved shipment issues, reducing client complaints by 30%

Pricing Analyst

Laufer • New York, NY — March 2022–May 2023

- Conducted competitive pricing analysis for Transpacific East Bound routes, improving margins by 10%
- Partnered with overseas agents to negotiate rates, saving clients ~\$500 per shipment
- Identified cost-saving opportunities that reduced shipping expenses by 8% quarter-over-quarter

Import Tracking Coordinator

Laufer • New York, NY — January 2015–June 2016

- Monitored 100+ inbound shipments monthly, ensuring timely delivery and accurate tracking
 - Audited trucking invoices, correcting 95% of discrepancies and saving thousands in overcharges
 - Trained new hires, streamlining onboarding and improving team efficiency
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EDUCATION

The Knowledge House, Bronx, NY

Expected Graduation: December 2025

Innovation Fellowship – Data Science Track

- Rigorous training in data analytics, Python, SQL, and market research with a focus on solving real-world business and logistics challenges.