

## Contact

[www.linkedin.com/in/martin-zych-1b6918b7](https://www.linkedin.com/in/martin-zych-1b6918b7) (LinkedIn)

## Top Skills

Customer Service

Czech

German

## Languages

German (Professional Working)

Czech (Native or Bilingual)

English (Full Professional)

Spanish (Elementary)

## Certifications

CargoWise Certified Operator

Data Visualization and Dashboard with Excel and Cognos Analytics

Introduction to Data Analytics

First Certificate in English 2005

Excel Basics for Data Analysis

# Martin Zych

Temperature controlled Sea Import Specialist at cargo-partner  
Vienna, Vienna, Austria

## Experience

cargo-partner

Sea Cargo Import

January 2022 - Present (2 years 1 month)

Fischamend

responsible for temperature controlled transports of foodstuffs in reefer and dry containers, ensuring compliant clearance of the goods containers with customs and veterinary authorities.

Providing shipment overview to the customers

technical support of team members during implementation of cargowise system, development of various tools in Excel to support pricing and cost analysis and speed up the invoicing process, thus enhancing the overall productivity and accuracy of the team

Hillebrand

Import Operations - Ocean Freight

July 2016 - January 2022 (5 years 7 months)

Vienna, Austria

Coordinating import shipments of alcoholic beverages for customers in Austria, Czech Republic, Slovakia and Hungary

Infor

Product Support Analyst

September 2015 - June 2016 (10 months)

- Answering questions from our European customers on technical aspects and functionality of the logistics part of Infor LN ERP software
- Reproducing the issues in test environment and identifying the root cause of errors.
- Contributing and maintaining information in global knowledge base
- Cooperation within virtual team of support analysts and developers

BDP International

3 years 6 months

Team leader - ocean export team Bayer/Lanxess

April 2014 - August 2015 (1 year 5 months)

- Leading a team of 5 Logistic Service Coordinators
- monitoring the performance of the team by using various reports, ensuring that the KPIs are followed
- providing knowledge support to the team members, taking over difficult issues and escalations
- searching for process improvements and solving process issues in cooperation
- hiring and training new people, making sure the workload is equally distributed and backup situations are covered
- Daily communication in English and German (both e-mails and phone calls)

#### Logistic Coordinator – export

March 2012 - April 2014 (2 years 2 months)

- full time contract in a global freight forwarding company
- Organization of ocean freight – export of chemical products including dangerous goods from Germany to destinations in USA, Canada, Mexico and Israel
- Processing of transport orders according to the requirements of the shipper – german chemical corporation Bayer
- Daily tasks included scheduling and booking of the main carriage with the ocean carriers, contracting trucking companies, documentation processing, dealing with various operational issues
- Daily communication in English and German (both e-mails and phone calls)

#### Accenture

##### Accounts payables Help Desk Clerk

June 2010 - October 2011 (1 year 5 months)

- Part-time contract for 28 working hours a week.
- Participation on Accounts Payable outsourcing project for Swiss subsidiary of British Telecom
- Processing of the incoming invoices, cooperation on resolving accounting issues with the back office team in India and the financial department in Switzerland.
- The core activity was to reply to the suppliers on their e-mail queries and calls and provide them with information about the current status of the invoices and the payment dates.
- Daily use of English and German, usage of MS Excel and Oracle

whitefoot-forward limited

### Warehouse Assistant

June 2007 - September 2007 (4 months)

Manual work in a warehouse during summer holidays in the UK in summer 2007

Loading and unloading containers and trucks

transport order completion, wrapping pallets, labelling goods

cleaning the warehouse

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## Education

University of Economics, Prague

Master's Degree, International Business · (2009 - 2012)

Arizona State University

exchange student in the fall semester 2009 · (2009 - 2009)

University of Economics, Prague

Bachelor's Degree · (2006 - 2009)