

Account Management Specialist Account Management Specialist Account Management Specialist -  
Hub Group Roswell, GA Skilled in Microsoft Office programs, including Access, Excel, PowerPoint,  
& Project Detail oriented and highly organized Ability to comfortably switch gears and adapt  
Strong problem solver and critical thinker Leadership initiative as well as a team player  
Experienced in navigating multiple computer systems while interacting with clients or team Ability  
to effectively communicate and connect with a variety of internal and external customers. Authorized  
to work in the US for any employer Work Experience Account Management Specialist Hub Group -  
Atlanta, GA August 2018 to Present Acts as the primary liaison between the company and assigned  
VIP account ? Develops proactive relationship with client through resolution of any issues or  
concerns ? Manages, monitors, and reports order acceptance, order maintenance, and accessorial  
? Determines which accessorial can be billed while following business protocol for conclusion ?  
Offers alternative transportation solutions as necessary by analyzing internal and external account  
metrics ? Manages delivery appointment needs for customer by location and product ? Maximizes  
margin, network efficiency, and OTP (On time Performance) while working to reduce customer cost  
exposure Logistics Analyst (Escalation Team) Mitsui O.S.K Lines - Atlanta, GA August 2017 to  
March 2018 Serve as the escalation point for unresolved issues for Import and Export shipments ?  
Investigate and address complaints and critical incidents (up to 10 cases on avg daily) ? Book and  
revise shipments for smooth transit ? Seek to improve service delivery and limit process  
breakdowns ? Document service challenges via a ticketing process and follows the incident through  
closure ? Update manifest on bill of lading to ensure legal regulations are being met at destination  
? Communicate with customer beyond traditional service; create close business relationship with  
customers through voice and email communication Import Logistics Coordinator Mitsui O.S.K Lines -  
Atlanta, GA December 2016 to August 2017 Monitored containers on marine and rail terminal ?  
Managed high volume up to 70 phone calls daily and 50+ emails ? Utilized all MOL service  
contracts, tariffs, and regulatory documents ? Processed all manifest corrections, cargo releases,  
and demurrage invoicing ? Acted as the liaison between customer, carrier services, rail team, and  
customs exam sites ? Properly handled specialized shipments including west coast, east coast, and

Canadian cross border shipments, and Free Trade Zones ? Navigated through multiple operation websites to ensure accuracy of information Rental Management Trainee Ryder Systems - Atlanta, GA August 2015 to December 2016 Handled sales calls and exceeded goal of 200 calls monthly ? Responsible for generating rental, lease and used vehicle sales leads ? Collected from customers with outstanding balances ? Performed vehicle damage inspections and obtained insurance estimates ? Maintained current accurate data and reporting within the company's marketing database ? Processed accident and insurance packages based on Ryder's policy ? Generated daily operational reports to ensure customer accounts are non-delinquent ? Reconciled all customer concerns, issues, disputes in order to maintain the ongoing relationship Database Administrator Robert Half - Atlanta, GA April 2015 to June 2015 Collected, organized, and assisted with planning of transitioning data to newer platform ? Performed Quality Assurance software testing ? Optimized documents to comply with regulatory policies and standards ? Assisted with military credentialing screening Servicing Specialist Ultimate Staffing - Atlanta, GA September 2014 to March 2015 Collected, organized, and assisted with planning of transitioning data to newer platform ? Performed Quality Assurance software testing ? Optimized documents to comply with regulatory policies and standards ? Assisted with military credentialing screening Customer Service Representative Shaw Industries - Cartersville, GA June 2010 to September 2014 Efficiently directed in excess of 100 calls per day to appropriate departments ? Routinely addressed customers' questions and concerns regarding their orders and accounts ? Processed requested in accordance with service level agreements in Excel Education Bachelor of Science Kennesaw State University May 2014 Links <http://www.linkedin.com/in/sakira-lauren-ensley-b4564098>

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