**Patrick Mui**

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Results oriented and a self starter with the ability to adapt to dynamic developing environments. Committed to provide premium services to diverse industries.

* Excellent organizational and time management skills
* Exceptional commitment to client/customer base services
* Dedicated to learning and achieve new technology methods and systems
* Outstanding communication skills and the ability to conduct concepts and recommendations to all organization levels
* Strong troubleshooting experience with the ability to resolve operational issues
* Ability to handle classified material while applying confidential understanding

**Professional Experience**

**Senior Dispatch**

XPO Logistics 2016 – 2019

Manage monthly KPI reports and Independent Courier’s monthly outbound truck volume. Log driver’s routes into Datatrac for remuneration record. Investigate and conclude customer’s damage claims during deliveries. Maintaining/record product damages and loaners on all deliveries. Create daily delivery routes and assigning them to our Independent Carriers. Provide after hours service with clients and carriers. Follow ups on customer surveys, providing compensations if needed.

Key Contributions:

* Supervise/control zero driver injuries the past fiscal years.
* Last 3 years retain 90% of our client’s requirement of customer’s delivery satisfaction.

**Service Representative/Data Entry**

UX Specialized Logistics 2015 - 2016

Input daily delivery routes assuring drivers have confirmed address and appliances. Monitor and update driver’s routes and issues at each location.

Provide quality customer service to each client's order and resolve problems.

Call outs to clients within company's policy and procedures updating delivery

time frames. Perform quality control checks prior to customer deliveries. Manage

and assist customer surveys.

**Senior Oversight Team Lead**

IBM Portable Storage Management 2009 - 2013

Accountable for day to day media operations for 4 account sites. Update and

maintained department's procedure and policy. Provide training for new hires and

other technical departments. Coordinated client's critical and sensitive destruction process. Performed and revised verifications checklist required as per client's contract. Responsible for purchasing department's hardware supplies and other accessories. Report to Call Centers on service interruptions and provide possible solutions.

Key Contributions:

* Reestablished process and implemented tape oncall support for 3 data centers
* Tracked and analyzed billing invoices to assessed new savings of $500 per month with offsite storage facilities
* Project lead on Tape Reduction/Destruction that save excess of $100K per year
* Conducted and completed annual media inventories with zero discrepancies
* Assisted on testing and implementation of the annual Disaster Recovery for the company
* Altered storage handling to decrease department's cost with new durable product

and increased security of client's materials

* Successfully executed migration of 2 data center storage accounts from one site to another staying within budget
* Collaborated on creating new onsite media storage henceforth decreasing offsite expenses and increased efficient work structure and safety
* For 4 consecutive years, accomplished to have perfect record for client's emergency recall which could had impacted the business

**Media Analyst**

Rogers Communications Ltd 1999 - 2009

Monitor and troubleshoot network issues and provide assistance on monthly batch implementations. Execute internal data and mail restores on daily basis.

Maintain physical media hardware at every level of operations. Complete end to

end daily handling of tapes for processing.

Key Contributions:

* Consistently maintain zero data recovery failures during peak business hours
* Retained under 5% of damaged media per year consequently decreasing yearly purchasing budget
* As a team, managed to have zero lost media on a year to year basis
* Managed to sustain customer's SLA ( service level agreement ) to a minimal in the course of an business outage

**Education and Credentials**

ProTech Technical Training

* Unix Administration I and II
* Scripting VTAM Networking IBM Mainframe Systems

FutureLink

* Citrix Server Administration

*References available upon request*