

# Carol Ann Schaump

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## Objectives

As a bright ambitious person, I enjoy working in a fast paced, highly motivating position where I can assist others while challenging and expanding my knowledge and understanding of the task at hand. I am seeking a position that will utilize my skills and offer the chance for advancement as well as allow me the opportunity to gain additional skills and experience.

## Education

### 2009 – 2010

Medical Lab Assistant/Technician Diploma  
Everest College, Brampton, ON

### 1997-2001

Ontario Secondary School Diploma  
North Park Secondary School Brampton, ON

## Experience

September 2012- Present | Ocean & Air Export/ Import Coordinator  
Wheels Group Inc | 1280 Courtney Park East Mississauga, Ontario

- Provide exceptional customer service in all aspects of air and ocean freight forwarding, including quoting, updating load status, and coordinating customs clearance.
- Experience preferred on Cargowise software solutions
- Arrange shipments with major shipping lines, airlines, transport companies and courier companies.
- Manage shipment deliveries according to the customers' contract and letter of credit instructions.
- Ensure all shipping documentation are provided and issued accurately and in a timely manner i.e. BOL, invoices, packing list, certificate of origin and clearance instructions.

## UPS Supply Chain Solution | 1930 Derry Road East Mississauga, Ontario

- Communication with overseas office regarding new shipment
- Inform the consignee of arrival of the goods into the Toronto warehouse
- Send the manifest to the consignee's broker for customs clearance
- Send out payment to the warehouse to release the shipment for delivery
- Update the consignee of the status of clearance and ETA for door delivery
- Bill out the shipment as per the TERMS of shipment

## January 2004 –July 2006 | Administration Associate/Group Plans

### CI Investments | 121 Young Street Toronto, Ontario

- Efficiently processed redemptions, switches, purchases and various non-financial transactions for over 2000 Group Plans
- Consistently exceeded expectations by keeping a greater than 99% accuracy rating amongst clients
- Effectively communicated with dealerships, advisors and group plan sponsors for conflict resolution.

### skills

- Exceptional Organizational Skills
- Excellent Ability to Multi-Task
- Superior Attention to Detail
- Background in customer relations
- Outstanding Interpersonal Skills
- Hard working individual that thrives in a fast-paced environment
- Experienced in Microsoft Word, PowerPoint, Windows Outlook and Excel