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Melissa Panza

Customer service Air Imports at Panalpina

@BOLLORE LOGISTICS

Summary

Proficient Air Import Agent with over 11 years experience with freight handling. An excellent team player with exceptional customer service and communications skills. Contributing team member with flexible schedule and skill set to handle any task.

Experience

Customer service Air Imports at Panalpina

May 2003 - Present (12 years 6 months)

The Panalpina Group is one of the world's leading providers of supply chain solutions, combining its core products of Air Freight, Ocean Freight, and Logistics to deliver globally integrated, tailor-made end-to-end solutions. The Panalpina Group operates a global network with some 500 offices in more than 80 countries, and employs around 15,000 people worldwide. #

Skills & Expertise

Air Freight

Logistics

Freight Forwarding

Import

Freight

Supply Chain

Microsoft Office

Vendor Relations

Scheduling

Invoicing

Customer Relations

Customer Service Representatives

NOT
A
FIT
THIS
TIME

Education

Humber College

Business Administration and Management, General, 2002 - 2003

(23)

Languages

English

Italian

(Native or bilingual proficiency)

Certifications
ACR Training

Courses

Independent Coursework

Effective Communication Training
