

MANDY SINGH

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OBJECTIVE:

To obtain an intellectually challenging & stimulating employment opportunity to further develop my skillset while contributing towards the achievement of corporate objectives.

HIGHLIGHTS:

- Enthusiastic individual who demonstrates pride in her work and enjoys working with others.
- Works well in teams and in one on one situations
- Always open to suggestions, quick to learn and grasp new ideas
- Performed data entry accurately and at a timely basis
- Excellent communication and organizational skills
- Work space is always organized
- Fluent in English and Punjabi
- Ability to operate IBM compatible computers with advanced skills in WordPerfect, Windows, MSWord, Excel, Access, PowerPoint and Internet Explorer

WORK EXPERIENCE:

Customer Service/Dispatcher

August 2014 - Present

ITN Logistics

Mississauga, ON

- * Co-ordinating outbound shipments from Ontario to Chicago. Daily trucks to our Chicago terminal
- * Handle inbound shipments from USA to Canada
- * FTL shipments
- * Process shipments for Customs Clearance
- * Preparing ACE and ACI manifests for the drivers
- * Working closely with our Chicago terminal to co-ordinate pickups/deliveries
- * Tracking various shipments on courier websites
- * Providing updates to customers via phone/email
- * Worked after hours to provide updates to customers
- * Providing quotes to customers to secure business
- * Provide assistance to co-workers if required

Logistics Coordinator

July 2006 – August 2014

Transgroup World Wide Logistics

Mississauga, ON

- * Process shipments for Customs Clearance
- * Process shipments on for Clearance on road bonds
- * Handling all inbound domestic shipments (USA and Canada)
- * Working closely with Custom Brokers to ensure the customer
- * Working with the warehouse to receive check-ins for freight
- * Tracking shipments on various websites and updating customers
- * Working on entering charges for other Transgroup stations
- * Working closely with other Transgroup stations to take care of their shipments
- * Maintained good relationships with customers on getting freight shipped
- * Helped co-workers with their work to help them catch up

- * Worked on special projects for sales reps (co-coordinating over 300 pickups)
- * Scheduling pickups for UPS all across Canada
- * Scheduling pickups with Midland, QUIKX, Purolator
- * Located PODS though tracking and tracing
- * Working on OSD shipments by making phone calls, emailing, faxing and providing the status to the customers
- * Project co-ordinator for our customers (all across Canada)
- * Working closely with customers who used our warehouse management system
- * Creating outbound/inbound warehouse orders
- * Working closely with the warehouse and acting as the liaison to the customer

Logistics Coordinator/Dispatcher

January 2005 - June 2006

Linc Ontario

- * Brampton, ON
- * Scheduling drivers for vacant runs/pickups
- * Updating carrier websites as required
- * Process shipments for Customs clearance using Livingston Fast system
- * Following up with drivers that there on time with their pickups and delivery
- * Assigning and dispatching drivers and maintaining the dispatch program
- * Communicating with customers about problems and solutions
- * Develop alternate route schedules as necessary
- * Notifying carriers of issues with milk runs (mechanical problems, supplier delays, customs delays)

Central Transport

October 2003 - January 2005

- * Registering pro bills from customers
- * Processing Custom paperwork
- * Driver payroll using the rim pager
- * Customer service - make sure the freight is moving on time
- * Dispatch drivers to arrive at the customers on time
- * Meeting the needs of the drivers
- * Taking load information from drivers and providing it to the customers

Cara Operations Limited

June 2000 - May 2001

- * Preparing airline meals
- * Sorting the meals by the customer needs
- * Cleaning up the airline trays

EDUCATION:

Sheridan College, Brampton, Ontario

-Completed August 2003

Focused on Accounting, Finance, and Auditing

- * Meadowvale S.S., Mississauga, Ontario
- * Received OSSD June 2000

REFERENCES AVAILABLE UPON REQUEST
