

RICA IGNACIO, CCLP
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@ ITN

PROFILE

- Over 15 years of experience in Import & Export Operations
- Exceptional multi-tasking abilities; swift and effective problem solver
- Highly adaptable; thrive on challenges and excel in new environments
- Able to produce positive results independently; extremely self-motivated
- Reliable, dependable and customer service oriented

EXPERIENCE

Mantoria Inc. May 6, 2013 - Present

Freight Supervisor

- Responsible for all aspects of freight operation for Toronto, including but not limited to: securing rates, quoting, booking, documentation, tracking, delivery, billing for all modes of transport (air, ocean, trucking, and intermodal).
- Establish and maintain relationships with overseas partners and carriers to ensure the best terms of service, quality and cost.
- Recommend services to new and existing customers to meet/exceed their needs.
- Respond promptly to all incoming communications from customers and other business partners to properly manage and control daily operational issues.
- Resolve customer complaints quickly and proactively, and implement measures to prevent recurrence.
- Resolve internal and operational problems in order to prevent service inefficiencies and/or customer dissatisfaction.
- Created an in house reporting system to streamline external rates inquiries to allow sales department to concentrate on high potential clients.
- Regular meetings with owner focusing on Toronto Freight department's growth and development.

Wheels Logistics Inc. August 4, 2008 – May 3, 2013

Air and Ocean Specialist

- Responsible for all aspects of freight operation including but not limited to: securing rates, quoting, booking, documentation, tracking, delivery, billing for all modes of transport (air, ocean, trucking, and intermodal).
- Responded to incoming communications (customers and other business partners – domestic and overseas) to properly manage and control daily operational issues.
- Resolved customer complaints and implement measures to prevent recurrence.
- Resolved internal and operational problems in order to prevent service inefficiencies and/or customer dissatisfaction.

CEVA Logistics January 14, 2008 - July 29, 2008

International Air Import Coordinator

- Responsible for all aspects of my Air import cargo portfolio including but not limited to: securing rates, quoting, booking, documentation, tracking, delivery, billing for all modes of transport (air, trucking, and intermodal).
- Read, monitored and responded promptly to all incoming communications (customers and other business partners – domestic and overseas) in order to properly manage and control daily operational issues
- Resolved customer complaints and implemented measures to prevent recurrence.

- Resolved internal and operational problems in order to prevent service inefficiencies and/or customer dissatisfaction.

Ecu Line Canada Inc. September 26, 2005 – January 11, 2008

Ocean Import Coordinator

- Responsible for all aspects of freight operation including but not limited to: securing rates, quoting, booking, documentation, tracking, delivery, billing for all modes of transport (ocean, trucking and intermodal).
- Responded incoming communications (customers and other business partners – domestic and overseas) to properly manage and control daily operational issues.
- Resolved customer complaints and implement measures to prevent recurrence.
- Resolved internal and operational problems in order to prevent service inefficiencies and/or customer dissatisfaction.

Milne & Craighead Inc. May 2003 – September 2005

Transportation Coordinator – Far East Import

- Responsible for all aspects of freight operation including but not limited to: securing rates, quoting, booking, documentation, tracking, delivery, billing for all modes of transport (air, ocean, trucking and intermodal).
- Responded incoming communications (customers and other business partners – domestic and overseas) to properly manage and control daily operational issues.
- Resolved customer complaints and implement measures to prevent recurrence.
- Resolved internal and operational problems in order to prevent service inefficiencies and/or customer dissatisfaction.
- Assisted in air exports

Magnate Shipping Lines - March 1999 – May 2003

Ocean Import Coordinator

- Responsible for all aspects of freight operation including but not limited to: securing rates, quoting, booking, documentation, tracking, delivery, billing for all modes of transport (ocean, trucking and intermodal).
- Responded incoming communications (customers and other business partners – domestic and overseas) to properly manage and control daily operational issues.
- Resolved customer complaints and implement measures to prevent recurrence.
- Resolved internal and operational problems in order to prevent service deficiencies and/or customer dissatisfaction.

EDUCATION

- CITT Certification 2012 – *Completed CITT designation in supply chain logistics management*
- CIFFA Certificate 2012 - *Completed Authorized Cargo Representative training*
- Sheridan College 2007 - *Accounting Business Diploma*
- CIFFA Advanced Certificate 2005 - *Completed advanced certificate program in International Freight Forwarding*
- FIATA Diploma 2006
- CIFFA IMO Dangerous Goods Training Certificate

REFERENCE

- Will be provided upon request