

**Gabriela Rodriguez**

Ocean import agent ii

# | 630.340.8316 | Gabbyr412@yahoo.com

Experience

**MAY 2023 – CURRENT**

**Ocean Import Agent, Yusen Logistics**

* Create and send arrival notices to brokers.
* Track and trace FCL, LCL, Port, and CP shipments.
* Dispatch truckers after comparing rates, ensuring compliance with current laws and accessorial fees.
* Bill customers based on their SOPs.
* Tailor procedures to each customer's setup (Incoterm, Origin Office, Routing, Shipper, Commodity, etc.).
* Provide strong customer service and handle complex case-by-case problem solving.
* Mentor new members in company procedures.
* Coordinate with brokers, sales, truckers, SSL, co-loaders, warehouses, and customers on AMS, ISF, FMC issues, and port exams.

**MAR 2021 – MAY 2023**

**Office Lead, Alliance Ground International**

* Process and verify cargo documentation to meet CBP standards.
* Assist manager in overseeing 8+ office and warehouse agents, including performance development, scheduling, and training.
* Help manage key performance indicators (KPIs) for ANA Airlines and ensure SLA agreement terms are met.
* Maintain customer relationships to encourage continued use of ground handling services.
* Support 24-hour operational capability for the office and warehouse.

**DEC 2021 – MAR 2022**

**Office Agent, Alliance Ground International**

# Education

**APPLIED ASSOCIATE DEGREE APPLIED SCIENCE**

HARPER COLLEGE - 3.5 GPA

* Procurement Certificate June 2024
* Inventory/Production Control Certificate March 2024
* Supply Chain Management Certificate December 2024
* Logistics Certificate 2025
* (AAS) In Supply Chain Management

**Relevant Coursework**

- Business Organization - Supply Chain Management – Inventory Management - Demand Planning – Financial Accounting – Transportation – Production Control - Fulfillment – Warehouse Operations – Procurement – Industrial/Organizational Psychology - Logistics Design and Strategy – Microeconomics – Global Business – Business ethics