

Jonathan Thompson

Account Manager - Shamrock Trucking

Levittown, PA - Email me on Indeed: [indeed.com/r/Jonathan-Thompson/d497ee916f37fd19](https://www.indeed.com/r/Jonathan-Thompson/d497ee916f37fd19)

Authorized to work in the US for any employer

WORK EXPERIENCE

Account Manager

Shamrock Trucking - Warminster, PA - May 2015 to Present

- Logistics planning for over fifty trucks and eleven accounts including Pepsi, Post, Samsung, Wegmans
- Answer all telephone calls from clients, Brokers, Safety and Department of Transportation officials, and respond to all emails in a timely fashion with current and accurate information
- Assisted Accounts Receivable in resolving billing issues and fixing computer generated inaccuracies
- Resolve all problems with detention time, appointment creation, load updates
- Coordinate and provide customer updates in a highly stressful, fast paced environment
- Execute client requested route and rate configuration changes including monitoring EDI and Transplace websites, configurations and report parameters, and authorizing functions within the application
- Investigate, analyze, and resolve client issues by utilizing internal documentation or coordinating with other internal resources as needed, recognizing and escalating critical issues immediately to ensure customer satisfaction
- Monitor, review, and update multiple online client servers as a means to communicate the statuses of unresolved issues and the cause and resolution of closed issues
- Participate in periodic client and internal meetings to review outstanding questions, issues and ongoing projects
- Provide rates to customers for trips all across the country, remaining competitive while maximizing profit and client satisfaction
- Act as the liaison for development staff and the client. This includes making all employees aware of issues, customizations and implementations of new procedures at warehousing and factory sites all across the country

Senior Customer Service Representative

Enterprise Holdings - Newtown, PA - July 2014 to May 2015

- Administrative duties - answered phones, took messages, answered email, filed and sorted paperwork and arranged appointments in a high energy, fast paced environment
- Analyze cost control methods and recommended procedural changes as necessary
- Developed and maintained business relationships with hotels, body shops, insurance agents including sending out clients reports and monitoring daily interactions
- Successfully managed customer service interaction in person, on the phone, and through e-mail
- Assisted supervisor in fleet management; inventory, availability, and maintenance of 100+ vehicles
- Problem solving issues such as fleet unavailability or deficiency in a fast paced, highly stressful environment
- Entrusted with confidential information on thousands of individuals including credit card accounts and other personal information
- Communicated with insurance companies to set up direct billing and work accounts receivable, tracking billing transactions and correcting procedure errors in order to collect payment

Graphic Designer

American Directory Systems - Malvern, PA - February 2009 to June 2014

- Worked closely with clients, followed all their corporate guidelines and procedures exactly and without deviation
- Wrote advertisement copy and designed advertisements for a wide variety of clients
- Created ads for the yellow pages, the internet, and direct mail
- Developed detailed layouts and presentations for clients, proofread all documents
- Followed all complex and varied publisher specifications
- Participated in the development and execution of campaigns for Advertising Agencies including the design and production of quarterly newsletters, brochures, and maintenance of stock templates, graphics and content
- Adhering to defined project timelines and budget, processing and approving up to a hundred advertisements a day or more

Visual Database Manager

Symbolic Evidence Database of Gangs, Cults, and Terrorists - SEDGCAT LLC - Yardley, PA - May 2006 to December 2008

- Contracted by the United States Government, wrote reports for the education of law enforcement
- Data entry and image indexing for quick and easy referencing
- Developed new website layout presentation and wrote company guidelines for visual data collection
- Proofread and fact checked information database
- Attended all company meetings and assisted Director with presentations
- Organized and maintained picture database
- Examined crime scene photographs and posted pictures of known terrorists
- Researched advanced military weaponry and explosives to ensure all technical pictures and information was correct
- Defined and evolved Data Quality and Governance role and establish peer review process for output going to law enforcement
- Created and standardize data collection manual that established standards and included monitoring and reporting of key Quality metrics.
- Established a process to track the monthly production runs to ensure delivery of on-time, high quality output that includes issue tracking and process improvement.
- Worked with the Research and Analytical teams to evaluate and execute SEDGCAT processes, policies and standards
- Oversee and consult on the implementation of processes and procedures to minimize the risk to visual data integrity as well as define remediation plans to mitigate known data risks

EDUCATION

Master of the Arts and Humanities Program in Business, Computer Science, English

Arcadia University - Glenside, PA

2004 to 2006

Bachelor of the Arts in Art and English

Franklin and Marshall College - Lancaster, PA

August 2000 to May 2004

SKILLS

70 wpm, multi-tasking, logistical planning, Adobe Creative Suite, Microsoft Office Suite, team management, report writing, skill assessment, Prothesy software, EDI software, handling sensitive information, customer service

ADDITIONAL INFORMATION

Eric Miller, Branch Rental Manager, [...]

Todd Albright, Creative Supervisor, [...]

John Laguna, Frame Shop Manager, [...]