

# Hunter R. Mustain

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## **OBJECTIVE :**

Seeking fulltime employment which will utilize my strong organizational skills, my ability to communicate effectively, and my experience in customer-driven fields.

## **EXPERIENCE:**

**09/20 – Present**

### **Bunker Branding Co.**

#### **Vice President of Operations – Web Services & Logistics**

- Manage inbound and outbound receiving operations to ensure timely and accurate delivery of products
- Oversee website operations, ensuring optimal functionality and user experience.
- Lead a team of professionals to optimize supply chain performance, including procurement, transportations, and logistics.
- Develop and implement strategies to improve operational efficiency and reduce costs.
- Collaborate with cross-functional teams to ensure seamless end-to-end supply chain operations.

**04/11-09/20**

### **Southern Refrigerated Transportation Inc. / Covenant Transport**

#### **Broker/Driver Manager (04/11-02/15)**

- Responsible for entering load information into computer system.
- Coordinate time-sensitive scheduled pickup and delivery appointments with customers.
- Broker freight to outside carriers as needed.
- Consistently and effectively communicate pertinent information to contractors and customers while maintaining a fleet of up to 60 company drivers.
- Responsible for managing driver funds and ensure the prompt pick-up and delivery of freight.
- Responsible for getting drivers home on time.
- Consistently adhere to the goals set forth by the company for on time delivery, idle time, driver retention, and driver miles.
- Cross trained in numerous areas including but not limited to: Data Entry, Load Planning, Customer Service, and Intermodal.

#### **Intermodal Customer Service Representative (01/15-01/16)**

- Managed intermodal accounts for customers in California, Oregon, Washington, & Kansas.
- Managed a small fleet of local drivers whose responsibility was to drop and pick up freight at the Union Pacific and BNSF ramp.

#### **Intermodal Operations Manager (01/16-12/17)**

- Oversaw day-day operations in the Intermodal department.
- Consistently looked at ways to offer our customer cost saving ways to get their non-time sensitive freight picked up and delivered.
- Occasionally accompany enterprise sales representatives on sales trips visiting our intermodal customers.

**Broker Account Manager (01/18-02/19)**

- Managed a list of customer accounts for our non-assets broker division
- Broker freight to outside carriers as needed

**Regional Lead Driver Manager (02/19-08/19)**

- Responsible for a fleet of 60 professional drivers
- Also, the lead driver manager of 3 other regional driver managers; Directly responsible for 250 drivers as a whole

**Regional Operations Manager (08/19-Present)**

- Directly managed the Tyson Foods account, the companies largest refrigerated account generating \$300,000 in revenue on a weekly basis.
- Responsible for managing required trailer pools at each Tyson plant.
- Responsible for several backhaul accounts to support the Tyson Regional network ensuring our drivers were able to get back to their Tyson plants in a timely manner
- Occasionally go on “plant tours” to check-in and maintain a presence with our customer, as well as quarterly lunch meetings with corporate team members.

**02/08-04/11**

**Red River Federal Credit Union****Teller/Member Service Representative/Quality Control Clerk**

- Perform timely and accurate transactions for members.
- Responsible for securing a cash drawer, and maintaining the proper balance at all times.
- Responsible for balancing and maintaining a Cash Dispenser Machine and an ATM.
- Monitor inventory and purchase office supplies as needed.
- Authorized to open personal accounts, business accounts, IRA's, CD's, and Beneficiary accounts.
- As Quality Control Clerk- examine and edit loans made by loan officer for errors.
- One of only four employees authorized to handle Skip-A-Pay forms.

**06/07 – 02/08**

**B & M Lawn and Landscaping**

- Manicured lawns according to the customer's standards.

**06/06 – 05/07**

**FedEx Ground****Package Handler/Driver Helper**

- Responsible for loading packages into multiple vans in a timely and efficient manner.
- Consistently adhered to the regulations and standards in regard to safety, service, quality, and productivity while handling customers' packages.
- Provided maps to drivers in need of assistance to their destinations.
- Assisted Independent Contractors on delivery routes.
- Utilized the delivery scanners while assisting contractors on routes.
- Interacted with customers on a daily basis.

## **EDUCATION:**

May 2005	Texarkana Arkansas High School High School Diploma
April 2023	University of Texas – San Antonio Full Stack Web Development Certificate

## **AWARDS:**

**Southern Refrigerated Transport / Covenant Transport-** Had a driver make the front-page cover of a nation-wide recruiting magazine.  
Consistently a top 5 Driver Manager for 2 years running according to the goals set forth by the company.  
Recognized by Tyson Foods as one of their premiere carriers for maintaining service expectations at or above 98.5%

**Red River Federal Credit Union-** Elected to the Employee Morale Committee by my peers.

**FedEx Ground-**My team was awarded #1 in the Southwest Region for accurate scanning.