

## **JACQUELINE A. SMITH**

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**Objective:** To obtain and excel a web developer position with the opportunity to learn and grow within an organization.

### **Relevant Knowledge and Skills**

- Working Knowledge of the following Coding Languages: HTML, CSS, Javascript, JQuery, Ajax, API, Node.js.
- Heavy knowledge of NYC/NJ/PA region and creating/managing routes. Knowledgeable in FMCSA standards/DOT HOS rules. Experience with Union/Non-Union, O/O and Company Drivers.
- Experienced with NY/NJ/PA rails/piers.
- Software experience in Trinium, Roadnet, XRS/XATA, TMW, Dataease, MAS 200 and MAS 500 software, AS400, Netsuite online management software, UPS Worldship, Campus Ship, Starship, and Federal Express shipping systems.
- Vast knowledge of Microsoft Office, Peachtree accounting software, Outlook and Outlook Express, Internet Explorer, Mozilla, and other various computer software.
- Places a strong emphasis on efficiency, accuracy, and exemplary customer service. Proficient in use of Windows and Macintosh operating systems, ability to do light computer networking and troubleshooting.

### **Education**

#### **Rutgers University**

**2020**

*Full-Stack Coding Bootcamp Certification Program, A+ Average  
Online*

#### **New Jersey City University**

**2011-2014**

*Bachelors Degree, History Major/Pre-Law Minor; 3.5 GPA*

*Jersey City, NJ*

#### **Albertus Magnus College**

**2007-2011**

*Associates Degree, Liberal Arts; 3.89 GPA*

*New Haven, CT*

### **Work Experience**

#### **Space Shipping, Inc.**

**6/19-3/20**

*Dispatcher  
NJ*

*North Bergen,*

- Dispatched approximately 25 trucks in a 300-mile radius of the terminal in North Bergen, NJ.
- Troubleshoot problems and issues with logistics and customer service regarding deliveries and pickups.
- Coordinate with the office manager and ensure on-time delivery and pickup of high-end textile freight.

#### **Containerport Group**

**11/18-6/19**

*Customer Service Coordinator*

*Newark, NJ*

- Troubleshoot problems and issues with dispatch team regarding deliveries, pickups, and pier moves.
- Coordinate with fellow CSC's and ensure orders are complete and all pertinent information is conveyed to dispatchers and/or drivers.
- Maintain billing reports daily and ensure all accessorial charges are billed to customer correctly.
- Worked with sales force to provide exemplary customer service and meet customer requirements.

#### **New Jersey Transit**

**1/18-10/2018**

*Rail Traffic Controller - Trainee*

*Kearny, NJ*

- Ensure compliance with all railroad rules, procedures, and regulations for safety, operations and the Federal Railroad Administration (FRA)
- Direct and coordinate railroad traffic, issue permits and authorities, monitor all rail movements and maintain computerized records of all activities

- Maintain familiarity with scheduled trains, destinations, times of arrivals and departures
- Coordinate movement of trains according to operating plan and customer needs
- Monitor train and track movements and control track switches and traffic signals and apply and remove blocking devices
- Report alleged violations of operating rules and any irregularity relating to the movement of trains.
- Plan in advance for smooth and effective movement of priority trains, trains containing hazardous material or restricted shipments, and meets/passes to avoid unnecessary delays.

### **Fresh Pro Food**

**3/16-1/18**

*Overnight Dispatcher/Dispatch Supervisor*

*W. Caldwell, NJ*

- Dispatched approximately 25-35 trucks in a 250-mile radius of the terminal in West Caldwell, NJ.
- Troubleshoot problems and issues with drivers and warehouse personnel regarding deliveries, pickups, equipment, and Electronic Logs.
- Built and optimized routes in the Metro NJ/NYC/CT/PA region.
- Worked with Union drivers scheduling and covering dropped loads according to contract guidelines.
- Managed maintenance schedules daily and communication with shops, timecards for payroll and trained new dispatchers and operations management staff.
- Daily coordination of backhauls throughout the region to minimize deadhead miles. Analyzed cube and optimized daily equipment use.
- Troubleshoot problems and issues with drivers/warehouse personnel regarding deliveries, pickups, equipment, and Electronic Logs. Coordination with fellow dispatchers.
- Maintain weekly mileage reports and departmental costs reports weekly. Managed petty cash and dispersed drivers allowances/pier costs/etc. Worked with accounting to monitor and approve operations costs/billing.
- Worked with sales force to provide exemplary customer service and meet customer requirements.

### **Quality Carriers**

**07/14-06/15**

*Lead Dispatcher*

*Rahway, NJ*

- Dispatched approximately 35 trucks in a 250-mile radius of the terminal in Rahway, NJ.
- Coordinated tank washes with QualaWash and outside washes. Worked with sister terminal to cover regional work/backhauls.
- Creation of loading documents/washout sheets for IMTT, Kinder Morgan, Gordon loading terminals, compiled daily orders in TMW with all according documents pertaining to load.
- Assisted with preparing orders for billing, telephones and customer service issue resolution. Supervised road dispatcher and on-call 24 hours/day.

### **Langer Transport**

**10/13-07/14**

*Tank Truck Dispatcher*

*Jersey City, NJ*

- Dispatched approximately 150 trucks in a 250-mile radius of the terminal in Jersey City, NJ.
- Creation of loading documents/washout sheets for IMTT, Kinder Morgan, Gordon loading terminals, compiled daily orders for drivers, with all according documents pertaining to load.
- Assists with preparing orders for billing, review of driver delays. Assisted with telephones and customer service issue resolution.
- Monitored outside wash facilities and yard checks associated with trailers in outside locations/facilities, and managed spotted trailers.
- Compiled weekend work/weekend trailer spreadsheet and steaming. Involved with on-call rotation.

### **Linden Bulk Transportation**

**09/11-10/13**

*Tank Truck/Intermodal Dispatcher*

*Linden, NJ*

- Dispatched approximately 150 trucks in a 250-mile radius of the terminal in Linden, NJ.
- Data entry of orders in TMW Software (Driver, Tank/Chassis, and times/legs). Created loading documents/washout sheets for IMTT, Kinder Morgan loading terminals, compiled daily orders for drivers, with all according documents pertaining to load.
- Interchanged containers and verified outbound work with Intermodal Depot.
- Assisted with billing, order completion and scanning of bills. Assisted with telephones and customer

service issue resolution.

- As lead intermodal dispatch, assigned approximately 60 drivers to loads and pier moves daily. Compiled heavy volume weekend work and was involved with on-call rotation.