

# MARK SHERMAN

## Transportation Analyst

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Experienced account manager proficient in handling a full spectrum of logistics operations. Possess a great understanding of the customer and carrier operations side. Participated in annual RFP and RFQ with multiple companies. Daily interaction with accounting invoice discrepancies, as well as carrier and customer payments. Excel at multitasking while prioritizing top list objectives.



## Work History

### 2019-11 - **Senior Load Planner**

Current SpartanNash, Indianapolis, MI

- Procure contracts with large fleet and independent carriers to provide capacity for core customers
- Lead Carrier Sales Team to increased margins by double since taking over end of Q3 into Q4 2020
- Assist Business Development Representatives with quoting and understanding changing market conditions
- Instill daily procedures with management to help all teams increase productivity and efficiency

### 2011-09 - **Senior Logistics Account Executive**

2019-07 Total Quality Logistics, Indianapolis, IN

- Managed all aspects of customer's transportation from origin to destination and communicated any issues
- Completed yearly bid packages and utilized spot quoting to win shipments
- Used BlueJay TMS and internal systems to manage load information
- Trained 4-6 people per year. Mentored juniors in sales with hands on training to build book of business

### 2010-02 - **Mortgage Banker**

2011-05 Lending Tree, Carmel, IN

- Initiated 25 to 50 telephone conversations per day to discuss/advise borrowers on debt and communicate most beneficial route to refinancing
- Qualified leads on case by case basis to determine if refinancing was really in their best interests
- Field Borrowers, title, insurance, and underwriting questions and complaints
- Closed multiple refinances during extremely strict underwriting times post housing crisis



## Education

2006-09 - **Management, Marketing**  
2009-11 Webster University - St. Louis, MO & Leiden

2004-09 - **Associate of Science: Business Administration**  
2006-04 Ancilla College - Donaldson, IN



## Accomplishments

- Top performers group for TQL-Indianapolis as Account Executive (2 years)
- Generated \$2.38 million in revenue for Total Quality Logistics
- Charity captain for TQL-Indianapolis 2018
- Played collegiate baseball for 2 years and college tennis for 1 year