

MARK DAWES

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PROFILE

Logistics agent with experience in air export, road/truck coordination, warehousing, and freight documentation/licensing. Possesses strong communication skills, frequently interacts with airline agents and truckers. Ensures client concerns are addressed and cargo status is monitored daily. Comfortable working in teams and speaking with clients.

PROFESSIONAL EXPERIENCE

DSV Air & Sea Inc, Clark, NJ

Trucking Coordinator (May. 2017 – Aug. 2017)

- Coordinated collection and trucking of cargo from clients to local warehouses prior to air export.
- Ensured all necessary documentation is acquired from clients and vendors.
- Assisted air export agents with administrative tasks such as billing.
- Competent with Microsoft Excel, Outlook, and Skype

Air Export Agent - Estee Lauder (Aug. 2017 – Jan. 2020)

- Coordinated the exportation of air cargo for client Estee Lauder Inc.
- Ensured all freight going to Switzerland, Japan, and South Africa was delivered by the agreed timeline.
- Ensured correct documents were acquired and all information was relayed to import agents.
- Performed billing tasks such as determining costs of moving cargo and charges for client.
- Met with sales representatives for truckers and airlines to negotiate contract rates.
- Experience in handling of dangerous goods and was DG certified with DSV.
- Experience with CargoWise software for creation of export documentation.
- Experience with Uop and GICS software for warehouse organization.
- Experience with SAP software for billing tasks.

Air Export Agent - Israel Tradelane (Jan. 2020 – Aug. 2020)

- Assumed additional responsibilities as a closing operator for the Israel gateway.
- Began overseeing cargo for multiple clients
- Made frequent visits to warehouse location to ensure PMC's were ready for export in a timely fashion and all needs of export operators were met with warehouse staff.
- Oversee data quality for Israel department
- Maintained frequent contact with Israel customer service agents. Including after business hours texting and email monitoring.