**MICHAEL P.B. CURTIS**

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***Summary***

Nine years’ experience in the asset-based LTL industry with diversified skills in consultation, management, data analysis, customer support, agile development, and general shipment processing. Full understanding of the freight life cycle, from origin to destination. Self-starter with can-do approach and minimum supervision, eager to learn new technologies and industry best practices.

***Education***

**The University of North Carolina at Greensboro May 2015**

*Bachelor of Arts, Sociology*

*Work Experience*

**Weight Dimensions Validation Specialist – Operations Technology 2019-Present**

*FedEx Freight, Greensboro, NC*

* Develop and present new technology adoption plans for leadership teams.
* Data analysis of user errors, bugs, and adoption rates in new technologies.
* Elaborate user stories and participate in daily scrum calls for development of emergent technologies – notably RFID and Continuous Workflow applications.
* Provide installation support and education for upcoming initiatives notably Dimension-In-Motion.

**Weight Dimensions Validation Specialist SOEA – Freight Analysis 2018-2019**

*FedEx Freight, Greensboro, NC*

* Responsible for all FedEx Freight terminal support in the Southeast United States.
* Developed and presented improvement plans for SOEA executive leadership teams
* Planned and conducted educational training for executive leadership down to frontline employees.
* Utilized analytical tools to monitor and report KPI data for the SOEA region’s performance improvements.
* Provided data and worked with internal and external customers to ensure correct weight and dimension processes were being implement and followed.
* Accomplishments:
* Improved outbound weight validation results for the SOEA region by more than twenty percent resulting in more than $700,000 per month in estimated additional revenue.
* Improved dimensional scanning capture rate by ~ten percent for the SOEA region ensuring additional revenue and more accurate customer pricing models.

**Operations Supervisor 2016-2018**

*FedEx Freight, Greensboro, NC*

* Oversaw an operation of 40+ associates across multiple shifts.
* Analyzed operational needs to requisition, interview, and hire both full and part time employees
* Issued and managed employee corrective action for EEOC use
* Ensured OSHA, EPA/RCRA, FMCSA, and DOT HAZMAT compliance
* Utilized Kronos to safeguard timekeeping policies like meal period violations and overtime hours.
* Delivered lane projections through use of FedEx TMS for staffing and equipment needs.
* Effectively communicated pre-shift meetings with team members to ensure both workplace cohesiveness and operational stability
* Projected meet point overages and shortages to request AD HOC 3PL transportation for uneven lanes
* Dispatched shuttle runs, Hub turns, and meet runs for FedEx road drivers as well as 3PL purchased transportation
* Oversaw Service Center Support staff in day to day operations
* Accomplishments:
  + Reduced damages and contribution to service failures for the GBO service center year over year to bring the operation within regional target goals, setting the Op-Co regional record for terminal with most consecutive daily metrics postings in FY17
  + Effectively prepared and transitioned Hub Operations for increase in freight volume in FY17 per addition of new meet point lanes
  + Successfully trained multiple hourly employees that went on to positions in leadership

**Freight Handler/Mentor 2011-2016**

*FedEx Freight, Greensboro, NC*

* Conducted the onboarding process for all new hire freight handling associates from I-9 through FedEx employment education completion
* Instructed new hires in all OSHA, EPA, FMCSA, and DOT HAZMAT education
* Certified employees in forklift operation and freight handling
* Researched and tracked shipments for overages, shortages and damages to satisfy customer shipment inquiries
* Utilized the FedEx TMS to provide rate quotes, execute the billing process and set customer appointment windows and specifications
* Conducted inbound delivery planning and driver routes through use of FedEx TMS mapping system
* Loaded and unloaded freight from trailers using forklift trucks, attachments, and other handling devices
* Assisted customers in both drop off and dock pick-up for small and large quantity shipments
* Utilized onboard forklift scales to reweigh and dimension shipments.
* Performed routine preventative equipment maintenance through pre- and post-operation inspection and recommended repairs

*Achievements*

**Jamestown Town Council Youth Ambassador**

Attended bi-weekly Council meetings and acted as Ambassador for Guilford County School Systems’ students.

**Dustin’s Greenhouse Globetrotters Scholarship**

*Skills and Training*

Dale Carnegie High Impact Presentations

SAFe Foundations

FedEx Leadership Institute class

FedEx Operations Excellence class

FedEx QDM Coach

FedEx Freight Handling Mentor certification

*Computer:* Windows OS, OSX, Linux, iOS, Android, Microsoft Office Suite (Word, Access, Excel, PowerPoint, Outlook), Kronos, PeopleSoft, SPSS Statistics, Python, 10-Key, OS imaging, SAP Analytics Cloud, Tibco Spotfire, SQL

*Social Media:* Facebook, Instagram, Twitter, Google+, YouTube, LinkedIn

*Language:* English,Intermediate Spanish