**CHANCELINE TANGA**

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**ADMINISTRATIVE MANAGEMENT | LOGISTICS| MARKETING MANAGEMENT**

Results-oriented and dedicated logistics professional with experience in operations, transportation, inventory, and marketing. Over 12 years of combined experience, experience leading programs that resulted in an increase of revenue and cost savings in equipment, personnel and projects, Exhibits proven expertise in managing diverse teams to successfully complete multiple projects and tasks simultaneously. Proven record of managing international and domestic logistics operations.

* Excellent writing and oral communication, proofreading, and editing skills.
* Proficient in all Microsoft Suite programs including Access, SharePoint, and Publisher. Experienced in Excel Spreadsheet maintenance, database tracking, PowerPoint presentations.
* Excellent organizational skills and ability to manage and prioritize multiple issues simultaneously.
* **Tri-lingual**: **speak and write fluently English, French and Italian**
* **Areas of Expertise:** Data Analytics, Client Relations, Account Management, Event Management, Logistics, Purchasing, Business Operations, Finance, Budget Management, Administrative clerk..
* **Volunteer at Gilchrist Immigrant Resource center ( MD from 2015-2016 )**

**EDUCATION**

**BACHELOR OF SCIENCE**

Communications & Marketing

University of Modena e Reggio Emilia (Italy)

**PROFESSIONAL EXPERIENCE**

**MANAGER, LOGISTICS & SHIPPING**

**BALGUERIE GROUP/TRANSO– Us WINE &SPIRIT**

**07/2014– PRESENT**

Coordinates the global shipping process, the freight and the logistic of wine & spirits, from Europe, Australia, South America and South Africa to the USA. Processed purchase orders gathered requirements from clients and completes the accuracy of invoices and purchase orders. Provides specific transportation document and content to the client and the broker. Diagnoses, trouble shoots and provides accurate and timely logging of problems and their resolution. Works closely with the steamship line, broker and the custom on daily basis. Proactively contact and update the client on cases, tracking information, delay, and status issue.

* Consistently met 100% of shipped orders from domestic, local and international locations.
* Prepare the calculation sheet, send the quote to the client and invoice the client.
* Works closely with the accounting team, sending the invoice, receiving the payment and processing the online banking deposition on daily basis.
* Manages multiple projects and effectively balance conflicting priorities ensuring the completion of projects while meeting established deadlines.

**LOGISTICS ANALYST**

**L’OREAL CANADA INC. 07/2011-07/2014** Fulfilled orders, including order entry, administration, shipping and deliver of goods from receipt to delivery.Confirmed and verify information on purchase orders, including pricing, products, Inco term, freight term, payment terms**.** Accurately puts data into SAP system; including order entry, credits, debits and pricing**.** Coordinated with plant, demand, and S&OP on material availability and timely shipments**.** Assisted the credit department on invoicing/past due issues. Prepared specific reports on a regular schedule basis. Actively participated in departmental meetings, allocated and managed resources according to changing needs

* Manage third party vendor’s communication within a large data center to ensure the reason of the rejection (864 & 824).
* Successfully managed assets, lost packages, damaged items, return, and oversaw the shipping process.
* Reviewed carrier claims and monitor carrier performance to recommend appropriate actions.
* Assisted clients with logistic issues and be able to communicate those issues to carriers and others as required.

**MARKETING ASSISTANT**

**PASVENS SRL (ITALY) 07/2007-076/2011**

Determine resources needed for various logistics projects, researched and built appropriate market segment, launched campaigns to promote the rent, the sale of products. Represented the company at industry related events and conferences including managing the booth, engaging face-to-face with clients, soliciting business opportunities, educating the community about the product and giving demos. Communicated and organized the concept of our product and service to our client and potential client. Work closely with manager, sale team to develop overall strategic plan, speaking engagements and conferences including key messaging objectives.

* Compiling client lists / contacts from the events and generating leads that can be passed onto our sales team
* Managed special events, meetings, premieres, client entertainment and trade shows, oversaw 150 events.
* Managed & created the client’s account, prepared contracts, sent quotes, and processed orders.
* Created social media marketing campaigns that led to an increase in ROI by 30%.

**COMPUTER/TECHNICAL SKILLS**

Lawson, Oracle, PeopleSoft Financials, SAP, CRM, Lexis Nexus, Westlaw, ERP Financial Systems, QuickBooks, Sales Force, MS Office (Word, Access, Excel, PowerPoint),Office 365, Kronos,ADP, Pledgemaker