**Jeffrey Sabino**

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**PROFESSIONAL SUMMARY**

In my 11 years of transportation expertise, I hope to apply it to process excellence and business analysis, establishing a single source of truth, streamlining data models, and developing reliable documentation resources that can help teams work more efficiently, make better decisions, and foster a culture of continuous improvement. Actively seeks solutions to issues with a positive attitude.

**PROFESSIONAL SKILLS DEMONSTRATED**

Robert Half/Chime Financial Services, Remote   **March 2022 – Present**

**Senior Process Consultant**

*A financial technology company with $1bn in sales and with over 13 million active customers.*

* Develop, track, and maintain process documentation and ensure all team members adhere to corporate standards, cadence, and processes
* Research, identify, and write precise, engaging, and concise technical documentation
* Customize, promote, and maintain internal documentation portal
* Document, track, and communicate the status of project deliverables
* Work with Fraud Operations team to coordinate and document project deliverables
* Assist with creating, reviewing, and updating project policy
* Keep documentation process robust and efficient

Raven Transport, Jacksonville, FL   **April 2021 – October 2021**

**Manager of Network Design and Optimization**

*An asset-based truckload company with ~$60mn in sales intermodal and trucking solutions to clients like Floor & Décor, Nestle Purina, and CH Robinson within the Southeast regional area.*

* Used Visio to create knowledge transfer diagrams and write precise, engaging, and concise technical documentation
* Migrated manual Excel reports for senior leaders to SAS Enterprise environment, automating key performance indicators and increasing ROI by 95%.
* Collaborated with senior staff to facilitate data integration workshops to create relational entity relational diagrams and KPI datasets. Ran test cases to verify that the queries executed produced the same results as the Excel report.
* Design, develop, implement, and test solutions for lane-selection and network design. Work closely with sales and operations teams to analyze, design, and test solutions for network design and lane optimization
* Create lane optimization strategies including traffic analysis, traffic forecasting, and network planning

CSX Railroad, Jacksonville, FL   **November 2013 – April 2017**

**Intermodal Transportation Coordinator**

*A Fortune 250 company with ~10k employees and ~$12bn in revenues offers freight rail solutions to commercial accounts like XPO, UPS, CH Robinson, JB Hunt, and Schneider within a network encompassing ~21k miles of track.*

* Assist Business Analyst and IT team in commercial load prioritization technology that ensures prompt departure of high-value shipments and enhances on-time performance by 20%
* Reduced manual labor by automating document scanning, data entry, and ad hoc requests with RPA technology.
* Management recognized for saving $25,000 by analyzing billing code glitches.
* Used Lean approaches to minimize bottlenecks and enhance service by 10%, earning a Gold Alert from JD Power for customer satisfaction.
* Using Trello to track high-risk shipments enhanced visibility and business continuity.

**Transportation Analyst August 2011 – November 2013**

*A Fortune 250 company with ~10k employees, and ~$12bn in revenues, leveraging CSX’s rail network with CSX trucks' flexibility to deliver efficient freight solutions to clients like UPS, C.H. Robinson, FedEx, Schneider.*

* Proactively worked with key members of operations to develop and implement business continuity plans for high-risk shipments and operational issues, achieving 98% on-time performance UPS Peak Season Project.
* Recognized by the team as part of the employee recognition program for fostering commitment, dedication, and pride within the department.
* Improved customer retention and increased on-time performance by 20%, preventing customer churn by improving strategic supplier relationships, SLA, planning processes, and delivery analysis.
* Introduced training materials and videos to bridge knowledge gaps and increased user adoption among new employees by 30%.

Momentum Transportation, Jacksonville, FL   **September 2008 – August 2011**

**Logistics Analyst**

*An award-winning agent of Landstar with ~150 employees, and ~75m in revenues, leveraging a full suite of Landstar’s third-party transportation services to innovate sustainable and profitable solutions with clients like Unilever and BDP.*

* Exceeded customer requirements of 20 pilot test shipments, leveraged new transportation, warehouse/cross-docking vendor relationships, and integrated tracking systems, resulting in a diversified portfolio of dedicated business across 7 routes.
* Empower stakeholders with the right tools and automated order fulfillment to improve their workflow, increase morale and reduce manual labor accuracy by 90%.
* Selected by management as Employee of the Quarter after six months into the job, based on outstanding execution of Momentum Transportation's mission.

**VOLUNTEERISM**

Project-Based Business Analyst Course, Remote**January 2021 – August 2021**

**Business Analyst**

WeRule Mentoring App – Assisted project managers in the early stages of developing a native app to connect mentors and mentees. We established concrete system goals for the Login MVP and Admin Dashboard MVP by researching comparable features and producing domain glossaries, data migration tables, and sequence diagrams. We turned business and process requirements into functional and technical specifications.

School Group, Remote

**Business Process Specialist March 2019**

*A rising educational and technological organization committed to promoting quality education, skills development, and improving lives worldwide through cutting-edge peer e-learning technology and data-driven research across 20 nations.*

**Process Improvement:** Facilitated process modeling workshops with HR Team to identify internal bottlenecks

VITAS Healthcare, Jacksonville, FL  **July 2019 - November 2020**

**Bereavement Telephone Assurance Volunteer (BTAP)**

*Nationwide’s leading provider of end-of-life care, with 48 hospice programs in 15 states, employing ~ 12K professionals and serving an average of ~19K patients.*

Assisted bereaved families with communication and change management after a hospice death. Address bereavement and caregiver concerns to help the Bereavement Team develop a transition management strategy and improve services for future patients. Attend grief support events to help grieving caregivers.

American Cancer Society, Jacksonville, FL

**Logistics Committee Member December 2019**

*A leading voluntary health organization dedicated to eliminating cancer is organized into six geographical regions of medical and lay volunteers operating nationwide.*

Successfully executed logistics operations of a marathon fundraiser by delivering pallets of water, food, and supplies across several aid stations and assisting with course clean up.

**EDUCATION & CERTIFICATIONS**

**Dual Bachelor of Business Administration** 2007

**Business Management & Transportation and Logistics**

University of North Florida - Jacksonville, FL

**Six Sigma Green Belt Certification (SSGBC)** 2020

Management and Strategy Institute

**Project Management - Lean Process Certified (PM-LPC)** 2020

Management and Strategy Institute

**Scrum Foundation Professional Certificate**  2020

CertiProf

**TECHNICAL RESOURCES**

* **Business Applications:** SAS Enterprise, Power Automate, UiPath,SharePoint, MS Office Tools, Word Excel, PowerPoint, Microsoft Project, MS Visio, Lucid Chart, DrawExpress, Microsoft SQL Server, Tableau, Minitab, Slack, Microsoft Teams
* **Frameworks:** Agile, Waterfall, and Lean Six Sigma
* **Project Management:** Trello, MS Project, JIRA
* **Documents/Technical Reports:** Project Charter, WBS, KPIs, Requirement Management Plan, RACI Matrix, BRD, SRD, FRD, UML, Use Cases, Process Flows, Data Flows, ER Diagram, User Stories, Change Requirement Forms, Training Plans
* **Analysis:** Risk, Gap, Cost-Benefit, Feasibility, Root-Cause, Pareto
* **Transportation Computer Systems:** Mcleod, Yard Enterprise System (YES), Network Operations Workstation (NOW), AS400, Pegasus (Customer Relationship Management), SHIPCSX, Customer Relationship Integrated Systems (CRIS), Citrix Mainframe

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Portfolio: <https://www.dropbox.com/s/f8hyse504ev97dp/JSBAWorkoutApp2.pdf?dl=0>