



JILLIAN ARANDA

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Objective:

To gain more knowledge and to obtain a position in a company that will enhance my talents and skills and to be an effective individual that can contribute talents and skills for the company's success and progress.

WORK EXPERIENCE

• **OPERATIONS/LOGISTICS COORDINATOR at CARGOTRANS GLOBAL FORWARING LLC**

- December 11, 2023, up to present

- Planning and monitoring inbound and outbound shipments.
- Negotiating and securing shipping line and transportation rates.
- Coordinating with vendors, suppliers, and transport companies.
- Ensuring agents, transportation, and customer services work in unity and meet their commitments.
- Preparing and maintaining detailed logistics documentation and reporting.
- Complying with all company, local, state, and federal transportation regulations.
- Track shipment status, transit times, and delivery performance, and communicate updates, delays, or issues to internal stakeholders, customers, and carriers to manage expectations, resolve discrepancies,

• **IMPORT/EXPORT OPERATION SUPERVISOR at THI LOGISITICS CORP**

- From February 18, 2020, up to September 28, 2023

- Supervise and coordinate daily activities in accordance with agents, shipping lines, transporter and client.
- Oversee daily operations of the department to ensure profitability and compliance with company policies
- Work with operations to establish business plans and goals for the department.
- Develop and maintain excellent service to internal and external customers.
- Ensure proper setup of files and records relevant to consolidation.
- Coordinate timely clearance and delivery of imported cargo based on service commitments.
- Plan, organize, and schedule inbound and outbound shipments, including freight, air, ocean, and ground transportation modes, and coordinate logistics activities, such as routing, carrier selection, and load optimization, to maximize efficiency and minimize costs.

- Coordinate with suppliers, vendors, and freight forwarders to arrange transportation, shipping, and delivery of raw materials, components, finished goods, and equipment to production facilities, warehouses, distribution centres and customers' sites

● SEAFREIGHT OFFICER at FAMOUS PACIFIC. Inc.

-With ISO 9001:2015 Quality Management System Awareness Training

-From March 27, 2018 up to January 29, 2020

- Help manage current customer accounts.
- Deal with a high volume of inbound and outbound phone calls.
- Maintain relationships with carriers and customers.
- Provide exceptional customer service to customers and carriers.
- Solve customer and carrier problems and help resolve issues.
- Provide shipment quotes for customers and set up shipments as required by customers.
- Excellent multitasking skills within their workspace as well as computer software programs.

● CARGO OFFICER Assigned at TURKISH AIRLINES

- With Dangerous Goods License and authorized to HANDLE and ACCEPT Dangerous Goods Shipments

- From March 18, 2015, up to March 20, 2018

- Reviewing import and export documents
- Managing and assisting with cargo loading processes
- Tracing lost packages and communicating details with clients
- Tracking shipping details, including cargo contents, weight and transportation time

Special Skills:

1. Excellent communication, both verbal and written
2. Knowledge of budgeting, interpreting, and understanding financial statements
3. Outstanding leadership abilities
4. Accustomed to adapting to a fast-paced, changing environment
5. Excellent time management skills
6. Advanced user of Microsoft Office Suite
7. Adept at writing reports, business correspondence, and procedure manuals
8. Ability to identify and address performance-related issues
9. Familiarity with how to plan, implement, and monitor KPIs
10. Ensure proper training for employees to improve sales, marketing, and customer service skills
11. Extensive experience implementing and managing operational plans
12. Proficiency in preparing and controlling operational budget

Educational Background:

Bachelor of Science in International Travel and Tourism Management
Lyceum of the Philippines University – Manila 2011- 2015

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

JILLIAN ARANDA
Applicant