1. Conducted research to address shipping errors and packaging mistakes.
2. Implemented [Type] strategies to improve processes, systems and behavior.
3. Led value-added customer service team that consistently over-delivered on customer expectations.
4. Managed annual freight budget of $[Amount].
5. Negotiated with [Number] different freight companies and received annual contracts resulting in cost savings of [Number]%.
6. Handled day-to-day shipping and receiving overseeing more than [Number] packages per day.
7. Managed over $[Number] in inventory and [Number] employees in [Number] square-foot warehouse for [Type] of company.
8. Delivered substantial cost savings by securing discounts from third-party logistics services providers.
9. Expedited resolutions of shipping errors and packaging mistakes.
10. Reviewed established business practices and improved processes to increase efficiencies and reduce expense without compromising customer service levels.
11. Monitored and complied with strict budgets by negotiating freight in alignment with needs and specifications.
12. Administered sales orders, as well as processed and documented transactions.
13. Built continuous improvement culture that attracted and retained high-performing employees while reducing costs.
14. Developed warehouse system that provided best cost with appropriate service levels to achieve organizational goals.
15. Assessed and targeted customer needs to forge and cultivate productive relationships and maintain top satisfaction levels.
16. Prepared updated shipment reports for executives and clients.
17. Planned and supervised shipments from production to end-user and scheduled daily and weekly routes.
18. Formed strategic partnerships, established metrics and participated in complex negotiations.
19. Managed monthly freight cost reporting processes.
20. Directed logistics operations, including shipping and receiving of wide range of products daily.