**KATHY WEBER**

**Tacoma, WA**

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PROFESSIONAL PROFILE

**Transportation Customer Relations and Logistics professional** with proven results in high customer satisfaction in a highly competitive market.

Competent self-starter with attention to detail looking to bring my diverse sales and logistics background to a team focused environment.

**Logistics: - Manage warehouse to ship operations with emphasis to build positive relationships with vendors and stakeholders and quickly resolve operational issues**

**Customer Focus: -History of consistent high scoring customer survey results with good reputation for developing and maintaining long-term relationships**

**-Building trust and respect by consistently meeting and exceeding expectations**

**Pricing/Trade: -Extensive experience in negotiating pricing for ocean rates and managing data base for rate review by sales and key internal stakeholders**

**Sales: -Skilled at growing customer business and developing new customer loyalty. Track record of exceeding sales budgets**

COMPUTER SKILLS

**Proficient in Microsoft Office Excel, Word, PowerPoint**

**Sales Force CRM**

**Global Transportation Management Systems (BluJay Solutions, Buy Sell Move)**

PROFESSIONAL EXPERIENCE

**Northwest Hardwoods, Tacoma, WA**

**Export Logistics Specialist 2021**

* Develop shipment plans to ensure customer satisfaction for on time delivery including coordinating export arrangements for vessel bookings, drayage (trucking)
* Schedule orders with warehouse inventory management and production departments
* Track shipment status and drayage loads with trade managements systems (Lumber Track and Transportation Mgt System-BluJay)
* Support sales and commercial organization with shipment or vendor issues and provide resolutions for routing delays
* Build and foster positive relationships with internal stakeholders and vendors to help ensure orders ship on time
* Research and resolve operational issue in timely and positive manner
* Work independently in virtual environment with little supervision

**Mills Bros. International, Inc., Seattle, WA**

**Logistics and Contract Management 2016-2020**

* Accountable for 15+ International business contracts simultaneously requiring effective negotiation and multi-tasking skills via both face to face and written communication skills with outside vendors to procure cost effective ocean pricing
* Point person for major ship line changes such as coordinating impact of schedule changes from Covid-19, Chinese New Year schedule as well as determining impact of General Rate Increases
* Worked independently as well as team-oriented approach with logistics and sales management for vendor and customer problem resolutions with strong focus on positive customer/vendor experience
* Challenged and succeeded at increasing vendor relationships to grow company business and revenue
* Identified and implemented continual improvements to enhance sales profitability (example: free time negotiations)
* Provided quick resolutions of claims on finance or service-related issues for customers and business partners
* Assisted with all aspects of ocean logistics for export business including bookings with ocean carriers, setting up appointments with vendors, tracking for cutoff compliance with constant monitoring and adjustments in a fast paced and ever-changing regulatory environment
* Participated on cross functional projects that supported company improvement processes (example: new transportation management system)
* Managed all freight disputes with ocean carriers

*Increased carrier/ship line relationships enabling for increased growth in volume by double digits in 2016-2017*

*Helped stakeholders save over $100,000 in ocean freight by negotiating mitigations on ocean freight increases*

**AP Moller - Maersk Line, Seattle, WA**

**Senior Account Executive 2001-2015**

* Managed and grew an assigned customer base comprising both import and exports; including building customer relationships and distinguishing market presence
* Applied effective written and verbal communication to customers by quoting rates, policy and/or market changes including face to face visits to negotiate rates and review services
* Participated in Salesforce campaigns to develop new business
* Accountable for 35+ contracts simultaneously requiring effective multi-tasking skills to procure customer quarterly, annual support
* Analyzed external industry marketing reports and internal performance reports to qualify new accounts and monitor trends in customer support
* Maintained a toolkit for onboarding new customers and to help navigate various departments for effective customer support
* Increased customer satisfaction and repeat business through relentless pursuit of problem resolution

*Received scores in top 5% of all company employees in customer satisfaction surveys in each of the last 5 years*

*Recognition at Agricultural Transportation Coalition for exemplary customer focus*

*Exceeded 2014-2015 personal sales unit budget by over 104% vs. company average of 98%*

*Brought in 37 million in customer revenue in 2014-2015 which represented 115% of revenue budget vs. company average of 103%*

EDUCATION

**Gonzaga University, Spokane, WA**

AFFILIATIONS

**Agricultural Transportation Coalition**

PERSONAL INTERESTS

**Cooking, Gardening, Travel, Camping, Hiking**