

KATHY WEBER

Shipping & Logistics Professional

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PROFILE SUMMARY

International transportation and logistics professional with strong track record in developing and maintaining long term relationships on multiple levels with business partners. Strong leadership, communication and organizational skills with extensive knowledge of International Shipping. Experiences in contract management, sales, customer service, space and equipment allocation management, claims delivering results in a highly competitive market.

COMPETENCIES

Contract Negotiations	Sales and Marketing	Client Management	Process Improvement
Results Oriented	Self-Motivated	Attention to Detail	Analytical
Customer Service	Trustworthy & Honest	Time Management	Active Listening

PROFESSIONAL EXPERIENCE

Mills Bros. International, Inc., Seattle, WA

2016 – 2020

Logistics and Contract Management

- Accountable for 20+ contracts simultaneously requiring effective negotiation and multi-tasking skills
- Responsible for managing and growing relationships with International business partners to procure cost effective pricing for the sales team
- Responsible for communicating rate, policy and market updates from ship lines and NVOCC's to the sales team
- Provided quick resolutions of claims on finance or service-related issues for customers and business partners

*Increased carrier/ship line relationships enabling for increased growth in volume by double digits in 2016-2017
Supported office transition and cost saving initiatives with incorporation of new trade management software*

AP Moller - Maersk Line, Seattle, WA

1985 - 2015

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 on rate, policy and/or market changes
- 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 monitor trends in customer support
- Increased customer satisfaction and repeat business through relentless pursuit of problem resolution

Exceeded 2015 personal sales unit budget by 108% vs. company regional average of 92%
Exceeded 2014 personal sales unit budget by 104% vs. company regional average of 98%
Brought in 22.5 million in customer revenue in 2014 which represented 113% of revenue budget vs. company average of 103%
Brought in over 15 million in revenue in 2015 through 3rd quarter 2015 which was 117% of revenue budget
Received scores in top 5% of all company employees in customer satisfaction surveys in each of the last 5 years

Marketing Manager 1998-2001

- Developed reports and tools for sales team to monitor their customer base
- Accountable for marketing material for sales and sales management presentations to customers.

Management quote on performance: 'Kathy is loyal and dedicated and results driven with a passion for quality'

Account Executive 1996-1998

- Managed an assigned customer base including 1 of Maersk's top reefer customers, Vanguard Intl.
- Applied effective written and verbal communication to customers on rate, policy and contract or policy changes

Increased customer: Vanguard support year on year by 10%

EDUCATION

Gonzaga University, Spokane, WA
Business Administration 1979-1982

AWARDS

2015 Recognition from Agriculture Transportation Coalition for exemplary effort working with Agtc members during 2014-2015 West Coast service disruptions.

COMPUTER SKILLS

Microsoft Office Excel, Word, PowerPoint

Sales Force CRM

REFERENCES

Upon Request