

KATHY WEBER

Tacoma, WA
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PROFESSIONAL PROFILE

Customer Focused Sales and Logistics professional with proven results in increasing revenue in a highly competitive market. Competent self-starter with attention to detail looking to bring my diverse sales/customer service and logistics background to a team focused environment.

- Logistics/Supply Chain:**
- Managed product operations from warehouse to destination with emphasis to provide positive customer experience while building strong relationships with vendors and stakeholders
 - Excels in working with cross-functional departments to resolve service delivery conflicts and improve processes
- Customer Focus:**
- History of consistent high scoring customer survey results with good reputation for developing and maintaining long term relationships
 - Recognition at Agricultural Transportation Coalition for exemplary customer focus
- Sales:**
- Skilled at growing customer business and developing customer loyalty
 - Track record of exceeding expectations including sales budgets
- Pricing/Trade:**
- Extensive experience in negotiating pricing for International trade to maximize revenue by building strong relationships/networking with ocean carriers

COMPUTER SKILLS

Proficient in Microsoft Office Excel, Word, PowerPoint

Sales Force CRM

Global Trade Management Systems

PROFESSIONAL EXPERIENCE

Mills Bros. International, Inc., Seattle, WA

Logistics and Contract Management 2016-2020

- Assisted with all aspects of ocean logistics for export business including bookings with ocean carriers, setting up appointments with suppliers with constant monitoring and adjustments in a fast paced and ever-changing regulatory environment
- Provided customer support after hand off from sales from product purchase through product arrival at destination including entry into transportation management system for order processing
- Assisted Transportation Management with inventory planning and delivery
- 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 General Rate Increases and impact of rail or ship line schedules that disrupted supply chain schedule via constant communication of changes with team members and customers
- Assured compliance of contractual terms with ocean carriers
- Worked independently as well as team-oriented approach with logistics and sales management to troubleshoot vendor and customer problem resolutions with strong focus to de-escalate situations and give the customer a positive experience
- Analyzed data to review problems and provide solutions to enhance sales profitability (example: free time enhancements)
- Reviewed freight carrier incident reports and negotiated resolutions
- Supported Transportation Management with new customer management system implementation
- Researched ocean carrier freight discrepancies and processed invoices timely to Accounts Payable for billing
- Assisted with training other team members

*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

Senior Account Executive 2001-2015

- Managed and grew an assigned customer base comprising both import and exports across a large territory; emphasis on building good 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
- Skilled at de-escalating situations in an environment with constant changes to space, schedule and equipment inventory
- Exceeded customer's service expectations from initial contact to shipment delivery
- Participated in special project sales campaigns
- Maintained customer data and history of sales contacts within customer resource management system
- Had deep understanding of Maersk business products to sell to customers

*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*

EDUCATION

Gonzaga University, Spokane, WA

AFFILIATIONS

Agricultural Transportation Coalition

PERSONAL INTERESTS

Cooking, Gardening, Travel, Camping, Hiking