

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