

JANNA MOERMAN

AN EXPERIENCED, ACCOMPLISHED TRANSPORTATION AND LOGISTICS PROFESSIONAL

Encino, California | (248) 760-8535 | jannamoerman@gmail.com

OBJECTIVE

An **Operations Supervisor** position within a leading transportation industry company. Position would fully utilize a wealth of experience, and offer significant challenge, responsibility, and growth potential

SUMMARY OF QUALIFICATIONS

- Has many years of top experience, holding positions of increasing scope and responsibility.
- Strong background in many areas including management, operations, profit and loss, team building and leading, staff training and development, business development, client account management, performance management, stakeholder relationship management, and client relations.
- Hard-working and driven, while highly-experienced in all aspects of transportation and logistics work, and is thoroughly familiar with industry practices and protocols.
- Experienced in overseeing high-profile company operations, and is proven in consistently meeting the highest in profitability and productivity goals and expectations.
- Adept in establishing successful, long-term client and industry relationships, and is committed to attaining high levels of client satisfaction, loyalty, and retention.

PROFESSIONAL EXPERIENCE

CHEYENNE EXPRESS, INC., Novi, Michigan
Operations Manager (2014-Present)

A \$5 million, privately-held transportation company. Directly responsible for managing firm's daily operational activities, profit and loss, logistics management, managing key client accounts, staff training and supervision, recruitment, staff performance evaluation, business and partnership development, client relations, and handling a wide variety of special projects.

Selected Accomplishments, Projects, and Initiatives:

- During tenure in position, has ensured that all profitability and productivity goals have been met.
- Trains, supervises, and mentors all levels of personnel, and ensures optimal performance.
- Recipient, FCA/Expeditors Outstanding Performance Ground PTM Carrier of the Year Award in 2016.

R2 LOGISTICS, Novi, Michigan
Logistics Sales Coordinator (2012-2014)

Responsible for managing day to day logistics operations, client account management, sales, deal negotiation, escalation management, client relations, and other logistics sales-related functions.

- Logistics sales operations met all companywide expectations.
- Was a top sales producer, securing many key, lucrative client accounts.
- Managed all customer shipment needs.

C.R. METALS/C.R. HILL COMPANY, Berkley, Michigan
Executive Assistant to CEO (2010-2012)

Responsible for executive assisting, office administration, meetings coordination, calendar management, bank deposit preparation, payroll, accounting, logistics allocation for precious metals, and all aspects of client relations.

- Managed smooth and efficient office operations, and consistently meet the highest in productivity goals.
- Provided the highest levels of executive support.

IN A ROW, LLC, Birmingham, Michigan

Project Manager (2011)

Was instrumental in company startup for a firm which created a multi-purpose clothing scarf. Instrumental in taking steps to bring product into the marketplace, which included patent/design lawyer contact, procuring website developers (for e-commerce purposes), fabric sourcing, obtaining investors, and other project management-related functions.

Additional Experience:

- *Barista*, Starbucks Corporation, New Hudson, Michigan (2005-2012)

EDUCATION

- Bachelor of Arts in Communication, Michigan State University, East Lansing, Michigan

PROFESSIONAL AFFILIATIONS AND COMMUNITY INVOLVEMENT

- Chapter Member, Director of Communications, Alpha Phi Omega, Professional Community Service Fraternity, Beta Beta Chapter.
- Volunteer, Festival of Trees, a benefit for the Children's Hospital of Michigan Foundation

TECHNICAL PROFICIENCY

- Windows, Word, Excel, PowerPoint, Quicken, QuickBooks, TMW Systems, and Tailwind.

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