

ANGELA M. WALKER

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Innovative, dedicated and results proven management professional with a progressive career in account, operations and staff management. Possesses an outstanding track record in new business development and management. Seeking to utilize expertise in a challenging new opportunity within a progressive organization.

SUMMARY OF QUALIFICATIONS:

- » Extensive experience and demonstrated success in increasing profitability and account management within domestic, ocean and air import/export cargo sales industries.
- » Capitalize on new growth opportunities through ongoing customer service and post-sale support, converting new business into renewable revenue while fostering loyal professional relationships.
- » Effective problem solver; proficient in recognizing operational components in need of enhancement/rectification; success in expeditiously evaluating all possible/plausible options and consistently implementing results-oriented solutions.
- » Possess experience in selling, monitoring and managing the transportation of Dangerous Goods.
- » Strong communicator; able to explain complex concepts in simple terms.

CORE COMPETENCIES:

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| • Innovative Leadership | • Team/Employee Development | • Human Resources |
| • Customer Service | • Project Management | • Key Account Management |
| • Client Retention | • Networking & Communications | • Process Improvement |
| • Budget Development | • New Business Development | • Profit & Loss (P&L) |
| • Freight Forward, Ocean & Air Cargo | • Technology Implementation | • Policies & Procedures |

PROFESSIONAL EXPERIENCE:

BLU LOGISTICS, Lombard, Illinois 2010 to Present

National Operations Manager (2016 to Present)

Responsible for all national operations for eight offices and over 50 employees for this import/export ocean & air freight company. Manage customer service, human resources, shipping, purchasing, inventory, training and employee development. Collaborate with management on all start-up operations including development of departments, policies and procedures. Provide support on all aspects of short and long term strategies and corporate direction. Assist management in the design, development and successful implementation of strategic modification programs designed to enhance overall business strategy and performance.

- Prepare progress reports and business plans for all offices to track performance and maximize profitability; create and implement new SOPs and strategic plans to reduce operating costs and increase efficiency/revenue while ensuring compliance with corporate and client standards.
- Analyze current market and competitor trends to develop strategic sales and marketing action plans that grow brand, improve billing and enhance revenue.
- Participate in strategic planning sessions to help define the path of the organization.
- Successfully introduced and implemented Cargowise Software, thereby streamlining company operations and reducing costs and waste.

NVOCC Office Manager, International Transportation Logistics (2012 to Present)

Accountable for daily management of all aspects of operations which included sales, marketing, logistics, budget analysis, account management, accounting, human resources, regulatory compliance and technology procurement. Manage all areas of import/export operations including ocean, air and domestic logistics. Hire, train, supervise and evaluate more than 30 employees; establish priorities; schedule and monitor execution of work flow, ensuring optimal resource availability. Design custom business strategies to exceed client expectations, needs and objectives; serve as consultant to clients, identifying needs, researching and analyzing business enhancement strategies and coordinating those needs with available company services. Develop and utilize evaluation tools to measure company logistics and the financial impact of proposed initiatives to determine the most cost-effective methods for product transportation.

- Oversee P&L for each customer as well at the branch level.
- Ensure office is in compliance with all air and ocean export rules and regulations.
- Responsible for filing appropriate documentation including Customs ISF/AMS.
- Maintain profitability within each account file level.

Export Manager (2010 to 2012)

Managed all aspects of air and ocean export operations including quoting, compliance and P&L. Responsible for successful sales, marketing and promotion of services for a company that provides logistics to United States companies shipping to international destinations.

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BLU Logistics continued...

- Arranged shipments with carriers, negotiated rates, established delivery time tables and liaised with overseas offices to ensure arrival.
- Utilized extensive knowledge of current and historical market trends to establish and implement strategic sales objectives/business plans and ensure successful brand integration.
- Audited files to ensure profitable export operations within each client.
- Ensured compliance with IATA and HazMat rules and regulations.

HAPAG LLOYD, Chicago, Illinois

2009 to 2010

BCO Account Manager

Responsible for managing large major accounts from initial consultation to final shipment. Monitored client shipments to ensure quality of service during entire logistics operations. Served as point of contact and subject matter expert for quotes for major clientele.

- Provided direct customer support through extensive communications as well as coordination between logistics providers and clients.
- Instrumental in negotiating and developing pricing to obtain clients in newly developed markets.

EXPEDITORS INTERNATIONAL OF WASHINGTON, Bensenville, Illinois 2006 to 2009

Logistics Specialist/Broker

Interacted with commercial clientele in the facilitation of international freight shipping. Handled air/ocean import/export, customs, compliance, gateway, distribution, and brokerage. Experienced in consultative selling of logistics services. Resolved emergent client issues, contacting appropriate shipping specialists and authorities to obtain effective results. Provided specialty shipping services for oversized freight and cargo on a full-time basis. Possessed in-house HazMat certification. Developed customer base and grow market share through exceptional customer service, resulting in positive word of mouth.

- Managed ongoing relationship with key multinational \$5.5B client; oversaw all aspects of supply chain management/requirements.

UPS, Bensenville, Illinois

2005 to 2006

Customer Broker (Import)

Responsible for the direct management of 17 international accounts in all daily functions of importing freight (ocean, air); managed all aspects of clearing freight through US Customs, including coordinating certificates of analysis, lead times, lot codes, pallet and/or container configurations and delivery.

- Resolved any problems with pricing, billing, shipping or account relations.
- Met customer needs concerning products or schedules, to ensure satisfaction; coordinated and executed any necessary change, at any point in the supply chain.

OBA MIDWEST, Burr Ridge, Illinois

2003 to 2004

Account Manager

Managed all facets of 13 accounts and two major, key accounts, administering employee benefit's programs, including funds and pension accounts. Accountable for account relations and development. Collected, audited and balanced deposits and accounts. Researched and rectified billing or eligibility matters.

EDUCATION: **NORTHWESTERN MICHIGAN COLLEGE**, Traverse City, Michigan
Associate of Science in Business Administration & Finance

LICENSURE:

- *HazMat Certification*
- *IATA Certification*

TECHNOLOGY: Proficient in the use of Microsoft Office Suite, Microsoft Outlook, Cargowise and various Proprietary Software systems.

Professional References Available Upon Request.