

Robin R. High

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Objective

I am seeking a position with an organization that encourages growth and responsibility, and provides a positive work environment that will enable me to utilize my expertise, skills and knowledge to become a valued employee.

Summary of Qualifications

As a knowledgeable professional with extensive experience in customer service and building customer relationships, I possess a strong work ethic, am a quick learner, self-motivated, enthusiastic, and dependable and demonstrate superior organizational, leadership and communication skills.

Career History

Slidell Oil Company, Montgomery, AL

February 2013 – April 2014

Logistics Manager/Administrative Assistant – Fuel Distribution

- Managed drivers weekly routes, schedules, vacations and performance evaluations
- Processed drivers payroll through ADP system
- Maintained customer pricing spreadsheets and profiles for the management and sales team
- Communicated customer quotes and bid pricing with the sales team
- Invoiced customer fuel and oil deliveries
- Responsible for various reporting - including Equipment Maintenance & Operating Costs, Fuel Volume Shipped and ADEM Tank Compliance
- Loaded Intellifuel customer base, program information and employee training
- Developed transportation applications for Intellifuel system
- Monitored Bloomberg fuel pricing fluctuations to increase buying and shipping profitability
- Replenished and maintained fuel inventory through Intellifuel and Smart Tank Systems to ensure max safe cap target volumes
- Maintain confidential records, project files
- Schedule conference calls, meetings, appointments and travel arrangements
- Sort and distribute mail
- Create memos, correspondence / documentation at the teams request

Georgia-Pacific Corporation, Montgomery, AL

April 2001 – January 2012

Customer Service Specialist III – Treated Lumber Division

- Assigned to protect and enhance the Georgia Pacific relationship with Lowe's in the Southeast region
- Provided excellent customer service and exceptional product knowledge to the Lowe's Corporate Office and Stores, proactively addressing any possible service and inventory issues
- Maintained inventory levels at all Lowe's locations in the Southeast, plus all Distribution Centers and addressed issues with the GP Purchasing Group to support Lowe's purchases
- Quoted timely, accurate pricing to QSP and Lowe's associates and researched and resolved any pricing discrepancies on orders
- Maintained open communication with Lowe's Corporate Office, Buyers and Store Associates building strong relationships and increasing profitability

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- Monitored open orders and coordinated with logistics to ensure timely, accurate delivery
- Created and maintained reports including Late Load, Inventory Shortage, Invoicing, BOL/TSO Orders, Panel Transfers and Deck Product Reports

Wrights Plastic, Prattville, AL

January 2001 – March 2001

Accounts Payable Clerk

- Completed payments and controlled expenses by receiving, processing, verifying and reconciling expenses in a timely and accurate fashion
- Prepared payroll for over 400 employees
- Handled customer inquiries and contacted past due accounts

Rush Leasing, Prattville, AL

May 1997 – November 1999

Accounts Receivable Specialist

- Secured revenue by verifying and posting receipts and resolving discrepancies
- Maintained a timely collection rate
- Aggressive in pursuing delinquent accounts

Massa Trucking, Salinas, CA

January 1992 – December 1998

Freight Broker

- Built and maintained mutually beneficial relationships with customers and carriers
- Negotiated rates and obtained agreements for service
- Tracked loads and approved spot requests
- Coordinated pick-up and delivery schedules and resolved discrepancies

Additional Qualifications

- Market Based Management Training
- Proficient in numerous software systems including Microsoft Office Suite – Word, Excel, Outlook & PowerPoint, One Lisa, PDI, DTN, Intellifuel, Smart Tank Logic.

Education

Lindbergh High School

St. Louis, MO