

Adam Perez

Broomfield, CO

adamperez366@gmail.com

720-791-1829

Work Experience

Logistics Coordinator XPO

Golden, CO

May 2005 to October 2018

- Liaised between warehouse personnel and customer to facilitate account and operational needs.
 - Tracked orders and notified customers of status or potential delays.
 - Coordinated dispatching of several drivers to accomplish daily delivery requirements. • •
- Generated all documentation and information required for customer shipments.
- Maintained damaged goods records, backorder logs, and any applicable regulatory reporting.
 - Coordinated shipping requests for expedited delivery and documented accurately to ensure correct billing.
 - Maintained excellent working relationships with customers by efficiently responding to all inquiries and complaints concerning work orders, invoices and shipments,
 - Processed and entered all customer orders into database and provided proactive customer service for all accounts.
 - Handled high-volume paperwork and collaborated with a department to resolve invoicing and shipping problems.
 - Collaborated with shipping department staff to facilitate smooth materials returns to correct vendors.
-
- Maintained department procedures manual detailing processing requirements for each individual account.
 - Conducted research to address shipping errors and packaging mistakes.
 - Assessed and targeted customer needs to forge and cultivate productive relationships and maintain top satisfaction levels.
 - Reported customer feedback to management, including any signs of customer dissatisfaction.
 - Implemented strategies to improve processes, systems and behavior.
 - Handled high-volume paperwork and collaborated with all department to resolve invoicing and shipping problems.
 - Worked with vendors to schedule more than 100 daily pickups and hundreds of weekly deliveries.

Education

GED in Logistics

Aims Community College - Greeley, CO

Skills

- Regulatory Reporting
- Supply Chain
- Order Entry
- Logistics
- SAP
- Freight Experience