

Alicia Echeverria

Greeley, CO 80634

alicial_echeverria@yahoo.com

601-650-6301

To obtain employment that utilizes my work experience and skill set.

Work Experience

International Logistics Coordinator/Team Lead - Trans-Pacific Poultry

JBS - Greeley, CO

2012 to Present

Duties: Supervise a team of 4 Logistics/Documentation Coordinators. Make sure that orders are set up in a timely manner and according to customers instructions. Responsible for working with our freezers and dray carriers in scheduling loads and supplying ocean shipments to the Asia market. Ensure that all orders are being scheduled and completed utilizing the most cost-effective carriers. Ensure the team has the most up to date carrier rates negotiated by management. Provide support to sales team and customers. Provide training/cross-training of Logistics/Documentation to new and current team members. Work with Documentation Coordinators to help ensure that all documents are created in accordance with FSIS requirements for destination. Ensure that customer deadlines and specifications are met. Set up loads in SAP system. Secure dray carrier and request/create bookings from ocean carriers. Send load release to freezer and dray carrier with all loading and shipping instructions. Submit all booking/shipping information into Border and Customs AES system. Ensure that all loads have ITN number before vessel sails. Receive inland BOL from freezer and ensure that all cargo has loaded correctly and on time. Work with all parties if any issues arise at any point of the loading and shipping of the cargo. Run reports as need for both my team members and sales. Stay in communication with customer about their order. Problem solve and research any issues or discrepancies that may arise. Provide the best customer service to both internal and external customers. Approve team members timecards, vacation requests.

Customer Service Associate, Head Cashier

Lowe's Home Centers, Inc - Philadelphia, MS

2005 to 2012

Duties: Ensure that the customers receive the best service. Help with customer complaints and problem solving. Assist store management with opening and closing of store, by setting out money for opening and collecting money at closing. Supervise 5 to 10 cashiers during a shift. Create a daily flow chart for the Front-End employees. Assist with setting cashier's schedules. Ensure Front-End employees are trained and providing the best customer service. Ensure that any Front-End tasks and deadlines that are given by management are met. Assist Install Sales office and Pricing Coordinator as needed.

Process Planner, Client Account Manager

StarTek, Inc - Greeley, CO

1993 to 2005

Duties: Oversee production process of finished goods. Procurement of raw materials; specified by clients. Ensure raw materials arrived in timely manner from vendors for production of finished goods. Ensure inventory goods were cycle counted and any discrepancies were reconciled. Created daily, weekly, and monthly reports of raw materials and finished good for clients. Work closely with production, quality, and warehouse management to ensure production and shipping deadlines were met. Attended daily production meeting. Daily contact with clients to update status of work orders. Travel to vendor facilities for press checks to ensure clients specifications were met before raw materials were produced in mass. Travel to client facilities for any meetings as needed.

Education

BA in Psychology

Graduate University of Northern Colorado

1990 to 1995

High school diploma

Valley High School - Gilcrest, CO

1989

Skills

- Computer (Microsoft Office, SAP, MRP, Outlook)
- fax
- copier
- Supervisory and Management experience
- self-motivated
- team player
- reliable
- detail oriented
- loyal
- honest
- Logistics
- Supply Chain
- Procurement
- Sales Support