

BRENT A. STROMBERGER

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MULTI-FACITATED PROJECT MANAGER/LOGISTICS SPECIALIST/SHIPPING AND RECEIVING TEAM LEAD

Increasing Efficiency...Streamlining Procedures...Producing Quality Results

A Dynamic, Highly Driven, and Ambitious Professional Displaying Initiative, and Diplomacy, Featuring a Positive Attitude, and Adaptability, With an Established, Successful Track Record that has Provided Excellent Client and Customer Relations, Logistic, Project, and Administrative Support for over 20 Years. While Exhibiting the Abilities to Execute Processes and Procedures which in turn Increase the Quality and Overall Execution of an Entire Body of Work. Also Possessing Superior Interpersonal, Verbal, and Written Communication Talents and Organizational Skills Which Result in the Keen Ability to Successfully Multitask in Addressing the Assigned Variety of Tasks, Responsibilities and Challenges.

Core Competencies:

- ❑ Multi-Project Management
- ❑ Provides Excellent Client and Customer Service
- ❑ Multi-Tasks Proficiently and Precisely
- ❑ Domestic and International Logistic Coordination
- ❑ Accurate & Detail-Oriented
- ❑ Meticulously Organized
- ❑ Issue Analysis & Problem Solving
- ❑ Strategic, Critical, and Analytical Thinker
- ❑ Ability to Work in Fast Paced, Demanding Environment
- ❑ Computer, Software, and Technology Expertise
- ❑ Numerically Proficient
- ❑ Anatomical Worker and Team Player
- ❑ Thrives Alongside High Volume Workloads, and Abundant Deadlines
- ❑ Uses Utmost Discretion JW Dealing With Confidential Information
- ❑ File/Records/Document Management
- ❑ Schedule/Calendar Organization

PROFESSIONAL EXPERIENCE

PetDine, LLC/ADM | Greeley, CO

2021 – Present

Shipping/Receiving Team Lead

- Receive in ingredients, packaging, and finished goods product
- Inventory Control, inventory counting
- Oracle experience, SAP, NetSuite, and SalesForce
- Shipping finished product to customers via pallets and UPS Ground
- Scheduled domestic pickups and deliveries to our warehouse
- Quality inspection of pallets

JBS-Pilgrims | Greeley, CO

2020 – 2021

Logistics Specialist

- Electronically received orders from Sales/Create loading plans from warehouse using SAP
- Tendered loads/Dispatched to Carriers/Trucks and Steamships to deliver product from freezer to port and to destination
- Analyzed/Created Spreadsheets using Excel from carriers for problem identification regarding delivery issues to inform supervisors of loads
- Accountable for developing the best possible means of transportation and local carriers to maximize freight recoveries/Provide full logistic support including quality, and documentation/problem solving skills to sales and field technicians commissioning and decommissioning customer projects including equipment sourcing, acquiring freight vendors, on-time pickup and delivery, emergency response to customer breakdowns and outages
- Managed product availability/inventory control to be shipped globally/Organized client records for port clearance
- Responsible for quality control on all outgoing shipments/Claim submission if loads were damaged/contaminated

SmartDrive Systems Inc. | San Diego, CA

2015 – 2020

*Senior Project Coordinator***Field Service Dispatch Responsibilities:**

- Responsible for coordinating Installation services between SmartDrive customers and Authorized Service Providers, work within the SmartDrive ERP system to accurately generate Sales Quotes and Purchase Orders as received by Customers, CSM's, and Sales Representatives.
- Create detailed Dispatch SALESFORCE.COM Cases that identify the required field site visit requirements (i.e.RMA, vehicle repair, de-install/re-install, upgrades, etc.)
- Coordinate on-site services with ASP's and customers via email and/or phone calls.
- Receive Job Sheets from ASP for payment processing Submit clean invoices to Accounting for ASP payment.
- Out of a Team of 4, My Efficiency for the year was 47%
- **Project Management Duties:**
- Was Specifically Requested By CSM to Single Handedly Be Responsible for \$2M Upgrades of New Clients: Brinks and Loomis projects
- Resolve all customer issues/opportunities such as pricing, tracking shipments and/or processing sales orders. Initiate orders for replacements parts and/or for correcting errors (shortages, wrong item shipped, etc.) Investigate sales order questions and help resolve shipping discrepancies.
- Contact customers to keep them informed of the status of their installation and/or parts orders.
- Responsible for project managing all aspects of assigned customer "field upgrade" projects as well as "customer add-on" orders for existing customers, ensuring successful implementation.
- Research shipping anomalies
- Work with warehouse staff to ensure timely delivery of products

Omnitracs | San Diego, CA

2014 – 2015

Administrative Clerk/Facilities Coordinator

- **Facility Duties:** Inventory stock checks and replenishing break rooms, kitchens, and conference rooms/Order supplies
- Assist with building/employee office moves and maintenance/Space planning/Assisting with employee relocation and travel arrangements
- **Administrative Duties:** Assist Admin team with catering orders and clean-up/ Back-up receptionist/Schedule meetings (Outlook, WebEx, Lync) conference calls, video conferences and interviews
- Domestic and International Tracking, shipping, distributing and receiving multiple packages for 3 buildings via FedEx, and UPS/Mail distribution for all employees
- Completed special projects (i.e. PowerPoint meeting materials, and modifying Excel spreadsheets for logistic purposes)

JBS-SWIFT | Greeley, CO

2011 – 2014

Team Lead for International Logistics Coordinator Dept./Freight Planner & Documentation Specialist

- Electronically received orders from Sales/Create loading plans from warehouse using SAP
- Tendered loads/Dispatched to Carriers/Trucks and Steamships to deliver product from freezer to port and to destination
- Analyzed/Created Spreadsheets using Excel from carriers for problem identification regarding delivery issues to inform supervisors of loads
- Accountable for developing the best possible means of transportation and local carriers to maximize freight recoveries/Provide full logistic support including quality, and documentation/problem solving skills to sales and field technicians commissioning and decommissioning customer projects including equipment sourcing, acquiring freight vendors, on-time pickup and delivery, emergency response to customer breakdowns and outages, and maintaining project folders for managerial review
- Managed 10 freezers nationwide for product availability/inventory control to be shipped globally/Organized client records for port clearance
- Assisted mailroom with timely incoming and outgoing shipments and same day/all documentation requirements/Performed Quality Assurance to ensure shipments were processed and packed correctly and without damage
- Responsible for quality control on all outgoing shipments/Claim submission if loads were damaged/contaminated

Startek | Greeley, CO

2006 – 2011

AT&T Corporate Team Lead -VoiceOrder Specialist

- Provided superior Customer Service and Account Management for post-sales order management and customer forecast entry as well as technical assistance/support
- Completed order placement and tracking/ Monitored and supported sales efforts within the region, as needed or requested by the Account Management team
- Received/Processed orders for commercial telephone lines being built nationwide

- Active liaison between sales, finance, demand planning and sales operations managing customer requests for cancellations, push-outs and/or pull-ins
- Assisted management staff in taking escalated calls for retention department, maintained customer loyalty

Nextel Partners Incorporated | Las Vegas, NV

2001 – 2006

Customer Care Representative/Account Retention/Account Management

- Assisted customer/client requests or inquiries concerning services, products, billing, equipment, claims, and reports problem areas /Made recommendations according to customer's needs on features, accessories, upgrades and rate plans
- Responsible for improving customer retention through programs and service provided to the customer
- Supported customers to prevent service interruptions and cancellations/Continually maintained working knowledge of all company products, services and promotions
- Managed market transfers, change of account ownership, restructures/Verified credit standing payment receipts, rate plan/feature changes

SKILLS

- Ability To Work In A Fast Paced, Stressful, Diverse/Demanding Environment, With High Volume Workloads, And Abundant Deadlines
- Microsoft Office Suite 97-10, Adobe Photoshop, Adobe Acrobat, MAC, Windows XP – 7, Internet Explorer, Mozilla Firefox, Google Chrome, And Safari Research
- Types 60 WPM - Android, Windows, and iPhone Savvy
- Software: SAP, Salesforce, NetSuite, Oracle
- Forklift experience
- Shipping/Receiving