

Casey Bailey

Dispatch/Logistics Specialist

Columbia Heights, MN 55421

caseybailey66_is3@indeedemail.com

(952)4513359

Proven expertise in Cargo claims, profit analyst, Microsoft Excel, dispatch, quick mathematical processing, people skills, and team leadership. Up to 4+ years of telephone support to customers/partners. Different fields of employment and differentiated skill sets brought together, adding to my overall knowledge.

Authorized to work in the US for any employer

Work Experience

Dispatch/Fleet Manager

Hudson co inc - Mendota Heights, MN

August 2018 to Present

- Dispatched over 25 drivers daily throughout the 5 state area.
- Routed both class A 53' and class B straight trucks.
- Scheduled full outbound and inbound loads, for single and two day routes.
- Managed driver hours, zonar, and bookings.
- Sold loads through 3rd party load boards when in house drivers couldn't cover. Handled inbound issues from both drivers and receivers.

Cargo Claims Analyst

Manna Distribution Services - Mendota Heights, MN

June 2016 to August 2017

- Ran monthly reports to provide claims reporting data and track and trend Cargo Claim activity.
- Conducted cargo loss analysis and investigated claims, providing relevant findings and detailed support to defend claims against company profit loss.
- For unfortunate instances like cargo damages, I also coordinate with shipping lines for proper retrieval of (salvaged) goods and claiming for repayments.
- By screening all cargo claims and negotiating all settlements, I was able to greatly reduce loss in revenue.
- Prepared and negotiated freight SOW contracts to get cost savings and cargo claims management.
- Reported quarterly trends via Excel to executive team, dealing with accounts grossing millions in receivables.
- Processed highest profit account claims with individual possible loss of thousands.
- Handled up to \$300,000 per day analyzing possible loss trends, defending company profits by excluding payouts per SOW restrictions.

Reverse Logistics dispatch

Manna Distribution Services - Mendota Heights, MN

August 2014 to June 2016

Work with vendors cross country to dispatch, ready, audit, and manage movement of freight. Works together with small team to cover entire US. Working quickly and accurately to make sure 5 parties collaborate efforts to move products back to different distribution points. Over see hundreds of customer accounts, while implementing operating procedures and auditing payments. Deducing cost effective options regarding carrier, vendor, and 3rd party costs to find profitable routes.

Team Supervisor

Apple - Mendota Heights, MN
August 2012 to December 2013

Both Trainer and Manager of inbound support issues as second level support. Solved coding and technical issues surrounding Apple iOS. Documented and implemented process changes to ensure peers completed jobs correctly. Trained new employees with standard operating procedures, managing groups of 20 or more. Top level resolution while overseeing first level of support. Highly considered top asset and dedicated worker.

Technical admin

EA Games - Mendota Heights, MN
January 2012 to August 2012

First level technical admin for Electronic Arts (EA Games). Verified and corrected technical issues on a PC with peers. Worked effectively with cross functional teams and other technical teams solving inbound issues while documenting for future decoding.

Donor Support Technician

CSL Plasma, Minneapolis
January 2011 to January 2012

Training newly hired Collection Technicians in the field as health historians (electronic and manual) and donor room collection technicians as well as operating specialized equipment. Maintaining donor morale while readying machines in a fast paced setting. Good communication skills were practiced throughout the entire work day, keeping track of dozens of donors at once. Learned teamwork skills, as well as an understanding of self image. Regulated donation machines, regulated donors, removed needles as well as manage 12 individuals at a time.

Education

Management

Inver Hills Community college - Inver Grove Heights, MN
2014 to Present

Apple Valley High school
2007 to 2011

Skills

Logistics, Supply Chain, Excel, Dispatch, Claims Processing, Transportation, Phones, Supply Chain Management, Customer Service, Data Analysis, Shipping And Receiving, Automobile, Trucking, DOT

Links

<http://www.linkedin.com/in/casey-bailey-879513119>

Certifications/Licenses

Driver's License