

Ellejandro Villaroman

Humble, TX

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SUMMARY

I have a total of 10 years of experience working in Logistics operations and Customer Service. I have worked primarily in office settings, so I am proficient in documenting and maintain records of transactions and activities as well as providing communication between associates and customers. I also have experience in warehouse operations, providing support such as inventory management and palletization. I am customer-focused and my goal for any position is to ensure the customer is provided with service that is both excellent and consistent.

SKILLS

- Proficiency with Microsoft Office
- General office procedures
- Data Entry
- Warehouse operations experience
- CRM Experience
- WMS Experience
- Attention to detail
- Customer Service
- Inventory control
- CBP document filing
- Knowledge of Dangerous Goods
- Phone Etiquette
- Quick Learner
- Flexibility
- Commitment to duties

EDUCATION

High School Diploma

General Education, Atascocita High School, Humble TX United States 201

WORK EXPERIENCE

Customer Service Representative, McLane Global Logistics

March, 2022 – May, 2025

Spring, TX

Duties:

- Customer Correspondence– Serving as the point of contact between the customer and our operations, ensuring that all requests and inquiries are followed up and resolved, and any special instructions are relayed and followed through.

- Data Entry – Transcribing outbound and inbound orders provided by our customers to the company's internal system, keeping an electronic record of all orders and any documents associated with them.
- Document Creation – Includes the creation of Bill of Ladings, packing lists, or any other documentation needed to ship and receive orders as well as ensuring that they are correctly filled out and uploaded to our system.
- Inventory Control – Utilizing the WMS and being familiar with the client's products as well as assisting with product validation, location and quantity verification, and claims. Taking note of any damages that may have arrived, have been found, or have occurred during movement.

Office Agent, WFS - Worldwide Flight Services (Formerly CAS – Cargo Airport Services)
 July 2014 – January 2019, May 2021 – March, 2022
 Humble, TX

Duties:

- Driver Check-In – Serving the initial point of contact for the drivers, ensuring that the correct documentation is provided and properly filled out and providing notification to all our corresponding teams.
- Data Entry – Transcribing and assigning outbound orders for departure and updating inbound orders for Customs clearance.
- Auditing – Cross referencing documents with physical freight for any discrepancies and ensuring that all documents and freight comply with TSA, CBP, FAA, and regulations specific to each airline.
- Recordkeeping – Creating and maintaining files of all inbound and outbound shipments, ensuring all necessary documents are correctly filed and stored, preventing breach of SSI.
- Customer Correspondence – Maintaining communication with our internal partners, the airlines, and the consignees for any new arrivals, documents, product discrepancies, or any other inquiries.
- Warehouse – Provided assistance to the warehouse team, assisting with the movement of cargo, weighing, tag creation, as well as inspecting items and making note of any damages and discrepancies, ensuring that they comply with airport regulations.

Material Receipt Clerk/Customer Service Representative, Crane Worldwide Logistics
 January, 2019 – September, 2020
 Houston, TX

Duties:

- Data Entry – Transcribing and validating inbound and outbound orders into our internal system and ensuring entries are correctly inputted and transmitted.
- Auditing – Cross referencing documents and notating any discrepancies or extra functions that need to be completed to ensure compliance.
- Document Filing – Printing, creating copies, perforating, and organizing documents to be archived or passed to the Exporter.
- Customer Correspondence – Maintaining communication with the customer via email or phone call and ensuring that all inquiries or concerns are addressed and resolved in a timely manner.

REFERENCES

Martina Williams, Customer Services Manager, McLane Global

Relationship: Former Manger

Contact details

Phone: (281) 210-3295

Email: martina.williams@mclaneglobal.com

Cedric Harris, General Manger, Worldwide Flight Services

Relationship: Former Manger

Contact details

Phone: (832) 610-1908

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Gabriela Vargas, Halliburton Team Supervisor, Crane Worldwide Logistics

Relationship: Former Supervisor

Contact details

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