

# Erica Holley

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To obtain a position with a company that can utilize my 25 + years of experience in an office environment. I offer proven trustworthiness and the ability to support high visibility customers.

Competent in the following skills:

Customer service/ Planning Verbal and written communications

Dependable Electronic Routing

EDI Able to meet and exceed deadlines

Website Maintenance AS400/ Tom McCloud systems

Management of daily workload Track & trace reporting

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service/Planning**

BIG G EXPRESS

November 2011 to June 2016

July 2018 - October 2020

Responsible for handling the entire customer service base from the Midwest to the West coast

Coordinate and supervise communications of the customer requirements to planners and dispatch

Growing and maintaining profitable lanes of service

Maintain required trailer pools nationwide

Proficient at planning for optimal use and profitability of equipment

Provide support and back up for Customer Service and Planning

Answer Multiline phones system

Heavy Customer Contact

Website updates

Set pickup and delivery appointments and basic required load entry

### **Customer Service/Dispatch/Load Planning/ Billing/National Accounts**

NAVAJO EXPRESS

June 2007 to November 2011

September 2016 - July 2018

Responsible for handling the entire customer service base TX, AR, LA, Rocky Mountain Region.

Coordinate and supervise communications of the customer requirements to planners and dispatch

Growing and maintaining profitable lanes of service

Maintain required trailer pools nationwide

Proficient at planning for optimal use and profitability of equipment

Provide support and back up for Customer Service and Planning

Answer Multiline phones system

Heavy Customer Contact

Website updates

Set pickup and delivery appointments and basic required load entry

Other Trucking Companies I worked for in similar positions

Colton Carriers

Digby

Westco

Trans Western - Express

## Skills

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- EDI (10+ years)
- Office Administration (3 years)
- 10-Key
- 50wpm typing
- Word Processing
- Tom McCloud
- Excel
- Salesforce
- Website Maintenance
- Electronic Routing
- Safety Management
- Planning
- Dispatch
- As400