

Jamie M. Klenk

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Professional Summary

Detail-oriented logistics and operations professional with 18+ years of experience in dispatching, shipping/receiving, and customer service. Skilled at streamlining supply chain operations, ensuring DOT & safety compliance, and optimizing transportation logistics across multiple industries including oilfield, HVAC, plumbing, and equipment transport. Proven ability to manage high-volume data entry, payroll, billing, and customer relations with accuracy and efficiency. Recognized for strong problem-solving, multitasking, and the ability to thrive in fast-paced environments.

Core Skills

- Logistics Coordination & Dispatching (18+ years)
- Shipping/Receiving Operations & Hazardous Load Verification
- DOT Compliance, HAZCOM, & Safety Protocols
- Accounts Payable/Receivable & Payroll Processing
- High-Volume Data Entry (10-Key) & Documentation Accuracy
- Customer Relations & Conflict Resolution
- Heavy Equipment & Forklift Operation
- Hotshot Trucking – Loading/Unloading Freight, Vehicles, Trailers
- Software: SAP, AS400, TMW, CITRIX, GroupWise, Microsoft Office Suite

Professional Experience

Veritas Petroleum Services (VPS) – Mar 2025–Present

Business Operations Specialist, BQS Department

- Manage expanded responsibilities in business quality services with workload 50% higher than prior VPS role, ensuring accuracy and efficiency under strict deadlines.
- Serve as backup for Customer Service, Operations, and Lab Registration departments, providing cross-functional support to maintain seamless workflows.
- Overlook contractor invoices to verify accuracy of work scope and pricing before approval.

- Act as first line of contact by managing all incoming phone calls via digital switchboard, ensuring prompt and professional communication.
- Oversee scheduling and tracking of surveyor assignments, ensuring timely sample delivery and compliance with industry standards.
- Execute large-scale data entry and documentation tasks with exceptional precision, maintaining operational integrity across multiple business units.

Vanguard National Trailer – 2023–2023

Production Technician

- Installed complex plumbing and electrical systems for bogie units, ensuring adherence to detailed technical specifications.
- Partnered with cross-functional teams to resolve bottlenecks, improving production flow and reducing delays.
- Maintained strict PPE compliance and organized work environment, contributing to a culture of safety and efficiency.

Wilson Lumber – 2023

Vinyl Fabrication Technician

- Operated precision saw equipment to cut and fabricate vinyl components to exact measurements.
- Conducted quality inspections and managed Line 2 materials to prevent downtime.
- Improved workflow efficiency by proactively replenishing stock and reducing production interruptions.

Unclaimed Baggage – 2022–2023

Pricing Analyst

- Researched market trends and conducted competitive analysis to optimize pricing for non-apparel and specialty goods.
- Ensured accurate valuation across multiple product categories, maximizing profitability while staying competitive.

Veritas Petroleum Services (VPS) – 2015–2019

Logistics & Accounts Payable Coordinator

- Oversaw end-to-end scheduling and tracking of surveyor assignments, ensuring timely delivery of samples to labs.
- Reviewed contractor invoices for accuracy and reconciled discrepancies to support financial accuracy.
- Completed high-volume data entry with exceptional accuracy, streamlining operational workflows.

Keen Transport – 2013–2015

Logistics & Payroll Coordinator

- Managed dispatch communications and coordinated shipping/receiving operations for equipment transport.
- Processed weekly payroll and handled billing/petty cash transactions with precision.
- Supervised yard personnel, optimizing resource allocation and workflow efficiency.

(Additional experience available upon request)

Training & Certifications

- HVAC Systems | Plumbing | Hotshot Trucking | Forklift Operation
- HAZCOM | DOT Rules & Regulations | Shipping/Receiving Documentation
- Logistics Coordination | Accounts Payable | Microsoft Office Suite
- Software Training: SAP, AS400, TMW, CITRIX, GroupWise