

Kelcey Morse

Milliken, CO 80543

kelceylynlee172_sh9@indeedemail.com

+1 970 310 8584

Positive transportation planner with 15+ years of combined management/sales/ customer service experience. Excellent written and verbal communication skills, proficient in project management and MS

Office. Expertise in collaborating with transportation providers to schedule services and monitoring internal channels to identify and manage service opportunities.

Work Experience

Transportation Planner

JBS/Pilgrim's - Greeley, CO

June 2011 to Present

- Locate transportation carriers to haul the loads to customers, using time management and organizational skills.
- Responsible for building and consolidating loads to maximize weight on the trucks, making sure the stops are in order that make sense logistically.
- Track loads daily to ensure carriers achieve on time delivery and goal stays at or above 98% for key customer loads.
- Work every day in SAP, Excel, and Outlook. Loads are sent daily via EDI.
- Negotiates freight rates with carriers to find the best possible option for the load. Track these numbers with a Line Haul report and work on lanes that need improvement.
- Ensuring the success of carriers from start to finish on each load. Schedule delivery and pick up appointments and handle all dispositions and detention request.
- Daily check that KPI's are being met including on time, broker use of 1% or less, and keeping the average weight of each truck above 35,000 lbs.
- Communicate with sales and customer service on any issues to ensure communication is being reported to customers.

National Account Manager for Pilgrim's Pride and the East Coast

JBS/Pilgrim's - Greeley, CO

June 2011 to Present

- Management and Customer Service for the Pilgrim's account and the External Customers on the East Coast at JBS Carriers.
- Main contact for the Pilgrim's Planners and other customers to book freight with JBS trucks, as well as let them know issues as soon as they are happening.
- Duties also included building the loads in the system, scheduling and rescheduling pickup and delivery appointments, tracking loads to ensure on time delivery, and communicating with customers, as well as delivery locations, with any issues that may interfere with on time delivery.
- Experience with Hours of Service (HOS) rules.
- Worked in TMW (EDI) and in Excel on a daily basis.

Administrative Assistant for Complex Manager

JBS/Pilgrim's - Live Oak, FL

June 2011 to Present

- Assisted the Complex Manager for Pilgrim's Chicken Processing Complex. (Processing plant, Feed Mill, Hatchery, and Wastewater Plant included in Complex)
- Took various data and creates monthly and daily reports for distribution throughout the complex using Excel spread sheets and graphs.
- Prepared for visitors to the complex, including making sure they get the proper attire needed for plant tours and getting lunch if needed.
- Planned large scale events for out-of-town guest visiting our complex. Including prepping the proper equipment for tours, handling the catering orders, and planning for offsite events.
- Received, sort and distribute mail.
- Assisted cross-Functional departments to complete work, using project management and collaboration skills.
- Kept an up-to-date list of all the radios in the complex; including names and serial numbers so they can be tracked.
- Oversaw the upkeep of the company car, including oil changes and mileage tracking for insurance purposes
- Organization and upkeep of supplies for offices; including ordering of new smocks for Management and Supervisors.
- Kept the time off calendar up to date and makes appointments through Microsoft Outlook for the complex managers.
- Other basic office duties; filing, answering phones and taking messages, laminating, typing memos, etc...

Carrier Support

JBS/Pilgrim's - Greeley, CO

June 2011 to Present

- Tracking loads, working with planners and carrier to get correct information. Kept sales up to date with ETA's and arrival times of trucks.
- Helped planners do events and worked as weekend coverage.

Starbucks Kiosk Manager

Safeway - Loveland, CO

April 2008 to June 2011

- Customer service and the overall customer experience.
- Scheduling employee shifts, ordering product based off sales, purchase tracking and invoice recording, and performing inventory once a month.
- Supervised 5 employees, monitoring/coaching performance to help staff achieve service goals using staff management/development skills.
- Responsible for setting up new promotional products and the launching of new drinks and food items. Also, ensuring the success of the promotional and launching of the new product.

Education

University Schools - Greeley, CO

Skills

- Time Management
- Transportation Planning
- SAP
- Organizational Skills
- Customer Service
- Microsoft Office