



# Luke A. Miller

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## **Objective**

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Obtain a position as a team-player in a people-oriented organization where I can maximize my operations, sales, and customer-service experience in a challenging environment.

## **Employment**

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### **Dart Transit**

Fleet Manager

March 2013 to March 2014

- Dispatch and route 40+ independent contractors
- Handle safety concerns and needs of contractors
- Resolve pay issues and find solutions to keep contractors moving
- Work with customers to get freight picked up in a timely manner
- Organize and implement safety standards with all contractors

### **Resource Logistics Inc, Hudson WI**

Operation Manager/Account Executive

September 2008 to May 2012

- Run day to day operations for Resource Logistics and Resource Properties
- Supply end to end shipping solutions for clients
- Resolving customer problems
- Build new customers and maintain previous clients
- Built a network of trusted carriers and international freight consultants
- Negotiate freight costs with carriers and customers
- Solve problems and show guidance for outside sales agents.
- Established LTL shipping program
- Partnered with LTL Carriers to streamline LTL shipping
- Problem solution shipping excellence

### **SuperValu, Hopkins MN**

Fresh Supervisor

September 2007 to September 2008

- Coordinate inbound and outbound package receiving and unloading
- Facilitate safety throughout SuperValu
- Communicate departure times
- Work with 150+ union employees daily

### **United Parcel Service, Eagan MN**

Operations Lead Supervisor

March 2003 to September 2009

- Lead Supervisor
  - Coverage for my direct supervisor
  - Develop and guide new supervisors (Lead Trainer of Operations)
  - Supervisor of the Month (June 2004, April 2005, October 2006)
  - Safety Team Leader
  - CERC Team Leader