

Mackenzie Hood

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Professional Summary

Logistics professional with experience managing enterprise freight accounts, coordinating shipments, and resolving in-transit issues. Skilled in customer service, scheduling, and supporting high-volume operations. Certified Scrum Master seeking a remote logistics coordinator role.

Professional Experience

Truckload Account Specialist (Logistics Coordinator)

MoLo Solutions · Remote
September 2021 – Present

- Coordinated truckload shipments for enterprise clients, ensuring on-time delivery and issue resolution across the U.S. and Canada.
- Key contributor in onboarding Google as a client, leading to MoLo becoming one of only two carriers managing all Canadian and 50% of U.S. freight.
- Partnered with carriers and internal teams to proactively address shipment delays, reduce service disruptions, and improve delivery outcomes.
- Maintained detailed shipment records and supported continuous process improvements while analyzing data with Power BI.

Mate (Assistant Store Manager)

Trader Joe's · Fort Myers, FL
September 2018 – September 2021

- Led store operations and managed a 40+ member team, overseeing scheduling, training, and daily performance.
- Helped open the Fort Myers store, supporting hiring, merchandising, and launch operations.
- Directed inventory management, visual merchandising, and departmental planning for grocery and produce.

Program Leader & Aquatics Supervisor

Sun-N-Fun Lagoon · Naples, FL
May 2015 – September 2018

- Led aquatics staff, training, and scheduling; ran public programs and maintained safety compliance at a high-volume water park.

Skills:

- Logistics · Freight · 3PL · Supply Chain Management · Operations Management · Scheduling · Team Leadership · Customer Service · Problem Solving · Remote Collaboration · Scrum · Power BI

Education & Certifications

B.S., Business Management — Florida Gulf Coast University, 2020

Professional Scrum Master I — Scrum.org, Jan 2022