

## NANCY COSBY

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### PROFESSIONAL SUMMARY

Results-oriented **Logistics/Transportation Coordinator** with strong customer service skills, excellent organizational and communication skills, great team player that works toward achieving company goals. Consistent and reliable performer with over 30 years' experience in the high tech & household moving industry working closely with internal and external customers. Strong shipping/logistics abilities in Warehouse and Fulfillment environments.

### PROFESSIONAL EXPERIENCE

#### **Golden Van Lines**

**2020**

##### **Commercial Account Coordinator**

Commercial Account Coordinator who handled the inbound & outbound movement of their inventory goods.

- Handled receiving inventory of the accounts products into the system.
- Handled shipping product out of the system for the accounts scheduled delivery shipments.
- Worked with dispatch on scheduling product deliveries according to their availability.
- Prepared all delivery paperwork for the crews.
- Invoiced the account after their product was delivered to them.
- Invoiced all accounts monthly for product in the warehouse.

#### **Exodus Moving & Storage**

**2014 – 2019**

##### **Long Distance Support**

Assistant to the long haul dispatcher who handles the labor help for the long distance drivers.

- Handles setting up labor help for drivers delivering out of state.
- Handles setting up shuttle trucks (smaller trucks) for the out of state drivers.
- Prepares estimates for customers that are moving to Colorado.
- Coordinates finding backhaul shipments for drivers returning to Colorado.
- Answers the telephones, books estimate appointments and local moves.

#### **Suddath Relocation Systems**

**2011 – 2013**

##### **National Account/COD Move Coordinator**

Customer Service Representative who handled the relocation of national accounts for their employees and moves on cash on delivery basis.

- Handled 10 National Account Companies and all the COD moves.
- Handled an estimated 250 moves a year.
- Prepared estimates of the relocation services and sent to accounts for approval.
- Coordinate all services & paperwork for the relocation, which includes making sure there is a truck scheduled with United Van Lines for the move.
- Provides exceptional customer service for all relocations.

#### **Armstrong Moving & Storage**

**2006-2011**

##### **Move Coordinator**

Customer Service Representative who handles the relocation of military members, employees with companies who are national accounts and moves on a cash on delivery basis.

- Prepare survey results for 100 moves a month and update all systems for military household moves.
- Prepare estimates of the relocation services and sent to the accounts for approval.
- Coordinate all services & paperwork for the relocation, which includes making sure there is a truck scheduled with United Van Lines for the move.
- Provides exceptional customer service for all relocations.

**Freight Solution Providers, Austin, TX**  
**On-Site Representative for Dell**

**2005**

Contract On-Site Representative with Freight Solution Providers managing the shipments of Plasma TV's from the Dell Nashville, TN facility to customers within the US.

- Analyzed and presented weekly on time performance metrics, yielding in a 98% on time performance.
- Liaison between Freight Solution Providers and Dell personnel with problem shipments, resulting in corrected, prompt and on-time delivery.

**DakoCytomation Inc. Fort Collins, CO**  
**Shipping Coordinator**

**2004-2005**

Provided transportation services for the Operations Department for importing and exporting medical instruments worldwide.

- Analyzed number of crates needed for weekly shipments and provided numbers to crating company weekly.
- Prepared all documentation for instruments to ship in a timely manner to customers and trade shows worldwide.
- Managed the freight forwarders picking up and delivering instruments to worldwide locations in a timely manner. Trade Shows were extremely critical and needed to arrive intact and quickly.
- Provided Sales/Marketing & Accounting with accurate numbers and schedules of instruments shipping on a monthly basis.

**BALtrans Global Logistics, Fort Collins, CO**  
**Traffic Manager**

**2004**

Managed the import and export shipments on site for Advanced Energy to all facilities worldwide.

- Expedited shipments to Fort Collins for the production line that worked 24/7. Shipments to all facilities were critical for production.
- Liased with customer service on a daily basis to track and trace shipments yielding a 95% on time performance.

**2003-2004**

**First Integrity Mortgage**  
**Loan Officer**

Secured mortgage loans for people buying or refinancing homes with appropriate lenders to meet their needs.

- Processed customer applications for approval for loans and gathered all necessary documentation to finalize the loan and see it through closing.
- Ordered title work and appraisals for property values from \$100,000 - \$500,000.

**Maxtor Corporation, Longmont, CO**  
**Staff Transportation Specialist**

2000-2002

**1983-2002**

Managed all vendor shipments domestic and international to various Maxtor facilities including proper documentation to accompany all shipments.

- Managed the freight claim process worldwide for lost/stolen and damaged shipments. Collected over \$500,000 for freight claims. Implemented reports for freight claim process.
- Expedited shipments with couriers and freight forwarders for various internal organizations to support manufacturing line.

**Warehouse Manager** 1995-2000

Managed 7 employees within the Shipping/Receiving and Traffic Departments.

- Performed daily cycle counts on finished good products of disc drives. Kept accurate inventory of several hundred products and accounted for several thousand dollars daily. Operated Warehouse within budgeted amount.
- Generated employee job descriptions and conducted employee performance appraisals annually.

**Senior Traffic Coordinator** 1983-1995

Coordinated the movement of all freight shipping inbound and outbound from the facility, which included Preparing packing slips, freight bills and international paperwork.

- Managed expedited shipments and special shipments that needed to deliver same day or counter-to-counter shipment.
- Generated all shipments for the warehouse and interfaced with many internal departments that required special needs.
- Coordinated all household relocations for domestic and international employees with various contracted household movers.

### **EDUCATION**

- Tidewater Community College, Virginia Beach, VA Over 20 hours in business management.

### **SKILLS AND TRAINING**

- Proficient in Fed Ex Powership, DHL Easyship and Airborne Libra System.
- Proficient in Quotes to Go, PRIC, Movers Suite.
- Proficient in international shipping: harmonized tariff numbers, export commodity control numbers, Federal Communications, Food & Drug Administration, shippers letter of instructions, airway bills, master airway bill, house airway bill and commercial invoice.
- Familiar with SAP, Microsoft, Macola, AS400, Tele, ASK and Lotus.

### **CERTIFICATIONS**

- APICS CRIM Courses for Shipping, Logistics and Scheduling
- Mountain States Supervisory Skills I & II