

# Sonia Hanton

Crete, IL 60417

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## Professional Summary

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Secure a position with a progressive company to provide daily value to my employer and enhance my career in the Trucking/Logistic and Customer Service industry.

## Work Experience

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### **Transportation Planner**

Life Fitness-Rosemont, IL

November 2021 to Present

- Plan Truckload
- Plan UPS shipments
- Plan LTL shipments
- Will Call order process
- Work closely with terminals
- Work closely with carriers
- Track and trace shipments
- Request RMA for return product
- Freight quotes
- Request dock searches
- Work with OBI and Oracle
- Work with Excel spreadsheets

### **Os&d Associate**

Roadrunner Transportation Systems-Bolingbrook, IL

April 2019 to April 2020

- Research, track, and trace shipments.
- Request dock searches.
- Processing of damage Claims.
- Communicate with 3rd Party Shippers.
- Work closely with Terminals.
- Processing free astray shipments.
- Rescue shipments.
- Request and schedule freight inspections.
- Log and record member escalations.
- Assist delivery drivers with exception codes.
- Quote and Book shipments with outside carriers.

## **Member Service Specialist**

Sears Holdings / Innoval Solutions-Romeoville, IL  
December 2013 to January 2019

- Daily interaction with customers and vendor to assist with orders and avoid delays.
- Own member resolution for delivery delays and issues.
- Provide Root Cause Analysis for escalated member issues.
- Processing of damage Claims.
- Processing of compensation.
- Communication with Carriers and Warehouse Associates on a regular basis.
- Extensive experience in Vendor Reports and delays.
- Communication with internal as well as external employees as well as outside vendors.
- Performs other related duties as assigned.
- Log and record member escalations.
- Assist delivery drivers with immediate resolutions.
- Scheduling delivery appointments for our members.
- Creating installation orders for our members.
- Work closely with our providers and installers.

## **Customer Service / HR Support**

Sears Holdings / Innoval Solutions-Romeoville, IL  
October 2005 to December 2013

- Daily interaction with customers and vendor to assist with orders and avoid delays.
- Completion of daily customer service reports.
- Processing of Irregularity claims.
- Daily maintenance of store and home delivery orders.
- Extensive experience in load planning and manifesting.
- Communication with internal as well as external employees as well as outside vendors.
- Dock door coordinator.
- Logging trailers for pick up and deliveries.
- Extensive experience in customer service.
- Extensive background in bills of lading, packing slips, pick tickets and general office tasks.

## **Shipping/Receiving Clerk**

Sears Holdings Corporation-Romeoville, IL  
October 2003 to November 2005

- Extensive knowledge of customer procedures.
- Load Planning.
- Load invoicing and billing.
- Verification of bills of lading, packing slips, and certs.
- Dispatching of internal drivers.
- Load manifesting and logging of outside carriers.

## **Administrative Assistant**

Amazon Wireless-Crestwood, IL  
August 2001 to March 2002

- Extensive knowledge of Quick Books, Microsoft Word, and Excel.
- Extensive experience in inventory control, invoicing, and collections.

- Sales and customer service.
- Responsible for ordering supplies and equipment.

### **Receptionist / Billing Clerk**

Roadco Transportation-Cicero, IL  
January 1999 to January 2000

- Answering phones.
- Invoice Billing and Collections.
- Dispatch and load planning.
- General Office tasks.
- Load Manifesting.

### **Billing Clerk**

Minority Handling Specialists-McCook, IL  
December 1998 to December 1999

- Extensive knowledge of customer procedures.
- Manifest loads.
- Extensive knowledge of customer service, data entry and general office tasks.

## Education

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### **Diploma**

Evergreen Park High School - Palos Hills, IL  
1997

## Skills

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- Root Cause Analysis
- Logistics
- Freight Experience
- Process Improvement
- Microsoft Office
- Supply Chain
- Oracle