

Susan Thomas
27 Seventh Avenue
Arlington Heights, IL 60005
847-212-3286

Customer Service/Administration

Summary

Intermodal transportation with 28 year background in the domestic rail container industry.

Broad knowledge in all fields working with both railroads and truck lines.

Interested in pursuing a customer service/administrative position within this field.

Experience

Customer Service/Administration

Mol (America) Inc.

June 2003 - September 2012 (9 years 3 months) • Lombard, IL

Skills:

Domestic intermodal customer service

Equipment Allocation

Established domestic program with partner ESI Systems Intermodal

Worked with container leasing companies to onhire and offhire equipment

Container Sales/Chassis Sales

Tracking shipments to ensure on time delivery

All aspects of customer service

Intermodal Customer Service Manager

Genex, LP

December 1982 - December 2002 (20 years) • Northfield, IL

Skills:

Maintain rail rates

Established pricing with all rails

Managed key accounts working closely with intermodal customers

Tracking shipments to ensure on time delivery

Employee Training

Some Inside sales

All aspects of customer service

General Administrative

Rite-Way Reproduction

September 1971 - October 1981 (10 years 1 months) • Chicago, IL

Blueprinting Company

Skills: Billing, Accounts Receivable/Payable, Supply Ordering

Education

Fenger/Bremen High Schools

High School or equivalent

Accounting, Data Entry

1968 - 1971

Professional Memberships/Awards

MOL America Area Operations Customer Service Award - 2004

Interests

All sports

Pets

Traveling

Summary of Work History

Maintained rail rates, established pricing with all rails

Managed key accounts working closely with intermodal customers

Auditing of rail and cartage bills

Tracking shipments to ensure on time delivery

Domestic intermodal customer service representative

Equipment Allocation

Inside Sales

Established domestic program with partners MOL// ESI Systems Intermodal

Worked with container leasing companies to onhire and offhire equipment

Billing

Accounts Receivable/Payable/Collections

Supply Ordering

Employee Training

Inside Sales

Problem Solving

For reference, please call MaryAnn Rodgers at MOL America 630-812-3886

Thank you for reviewing my resume and considering me for an open position with your company

Susan Jean Thomas