

Vee Malaya

Logistics/Dispatch/General Admin/CSR Specialist

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I am a driven experienced professional. My background is in Logistics, Customer Service, Management, and General Office Administrative duties. I successfully obtained a Bachelor's Degree in Business Management from Regis University in 2015. I possess a very strong general office skills set and am able to easily adapt, learn and succeed in any industry. I am available to work weekdays weekends and holidays I am willing to work full-time and part-time and I am flexible with my salary requirements. my resume is outlined in detail displaying my qualifications and why I would be an asset to your business.

Authorized to work in the US for any employer

Work Experience

Logistics Coordinator

Haney Freightways - Aurora, CO

January 2018 to April 2019

- Perform freight services according to company and government regulations.
- Plan and coordinate pick-up and delivery schedules.
- Work with Shippers, Carriers and Dispatchers to manage the schedules.
- Track and report shipment status to customers.
- Manage multiple deliveries, process spot requests and develop new sales strategies to improve business.
- Resolve freight discrepancies in a timely manner.
- Respond to customer concerns and queries professionally.
- Maintain positive and productive relationship with customers.
- Identify and contact qualified carriers for freight services.
- Negotiate contract and pricing agreements with carriers.
- Provide special discounts and promotions to customers.
- Contact current and potential customers for new business opportunities.
- Maintain strong relationship with multiple carriers.
- Ensure that freight paperwork are completed and approved before transportation.
- Maintain freight files and customer receipts for reference purposes.

JWL Logistics (Amazon Account)

Ensure effective and timely implementation of all Logistics daily operational goals inclusive of Shipping functions and Inventory Management. Develop and initiate monthly/Daily reports having required project timelines, corporate metrics and productivity measurements. Establish and manage relations with warehouses, carriers, customs broker, drayage providers, sales force and customers. Negotiate and support logistics costs meant for 3rd party logistics providers assisting yearly budget goals. Ensure to process orders and on-time delivery by network of courier companies and warehouses. Plan and arrange logistics required shipments. Support simplification and standardization of processes to accelerate logistics and enhance efficiencies. Identify enhancement opportunities and suggest solutions

for improvement to top management. Assist audits of vendor invoices and month-end processing to incorporate finance accruals. Head team to develop, articulate and maintain logistic process documentation

Pacific Shipping & Trucking

-Safety Coordinator/Recruiting Assistant

Supervise employee activities and inspect company equipment and property to ensure compliance with health and safety standards. Develop company health and safety plans and policies and manage programs that ensure safe working conditions. Duties include Advising on provisions to minimize safety risks, Develop and enforce OSHA policies (e.g. accident reporting process), Direct accident investigation procedures, keep records of safety-related incidents and propose corrective actions, Organize and conduct OSH training plans, collaborate with managers to monitor compliance and identify safety issues, intervene in unsafe activities or operations, Liaise with and report to official regulatory bodies on OSH matters. Audit Driver logs to ensure Federal regulations such as hours of service are being met by the individuals. Assisted recruiting with Interviews and applications, conducted background checks, processed Motor Vehicle Reports and DAC reports, and insured compliance with all DOT and company hiring standards.

Delta Transport

-Office Manager

Keep records, monitored driver daily logs for errors or violations, and the monitored both drivers and clients. Organized and maintained hard copy and electronic documentation supporting delivery execution, transportation methods and customer obligations. Created and organized employee schedules, resolve transportation and scheduling conflicts, communicated company policies and procedures to drivers, monitor performance against standards, and recommended corrective actions to management. Established efficient routes; ensuring that customers wait no longer than 15 minutes. Communicated with customers/customer service departments regarding scheduling appointments and problems that arise with pick-up or delivery of loads; to ensure customer satisfaction.

DSI logistics (Mattress Firm Account)

-Assistant Operations/Account Manager

Maintaining amicable professional relationships with the clients, the board of directors, build a good rapport between the clients and the company and Ensured growth in business and profit percentage. Responsibilities included analyzing opportunities and threats for the organization, detected opportunities for growth in sales or project expansion and look for possible threats and to work towards avoiding them. I was also responsible for establishing policies designed to ensure consistently high service performance, monitored employees and evaluated customer feedback to develop quality improvement processes. Other duties included accounting, DOT reports, New contractor hires, training and development.

Guiney Delivery (Best Buy Account)

-Assistance Manager

Maintaining amicable professional relationships with the clients, the board of directors, build a good rapport between the clients and the company and Ensured growth in business and profit percentage. Responsibilities included analyzing opportunities and threats for the organization, detected opportunities for growth in sales or project expansion and look for possible threats and to work towards avoiding them. I was also responsible for establishing policies designed to ensure consistently high service performance, monitored employees and evaluated customer feedback to develop quality improvement processes. Other duties included accounting, DOT reports, New contractor hires, training and development.

Professional Air Duct Cleaning & HVAC

-Business Manager (Part Time)

My duties as the GM are to direct, promote, and coordinate the operations of the company in a manner that will optimize the company's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service. Duties include, overseeing all departments and daily operations, responsible maximizing the financial performance and profit of the company. Responsible for hiring, terminating, staff development, and training support. Head of advertising, marketing, and new contract negotiations as well as building and maintaining strong relationships with vendors. Maintaining sales statements, refund records, deposits, and maintaining work and service schedules.

Omni Eye Specialists & Spivack Vision Center

-Customer Relations and Resource Specialist

Responsible for triage, scheduling evaluations for several MD's and OD's in accordance with their specializations, scheduling post op and follow up appointments. Informing patients about our Lasik procedure. Verifying doctors future visual field appointments are scheduled correctly. Duties also included data entry, medical records review for follow up visit instructions as well as administrative filing and support. Notifying doctors and administrators of overbooking and same day add on emergencies. Verifying insurance information and demographics as well as special pricing and financing options for appointments and surgeries. General communication with staff and patients by telephone and email.

1st Class Medical Englewood, CO

-Customer Relations Specialist

Responsible for shipping and receiving, tracking packages in transit, work closely with manufactures to obtain return authorization numbers and problem solve for patients needs and concerns. My duties also included, processing repairs and replacements of oxygen concentrators, assist patients with returns, trade in's and exchanges, obtain estimates for repairs. I processed payments and maintained QuickBooks; I obtained prescriptions for new patients as well as Build, organize, and maintain patient files. I also worked close with the shipping warehouse and sales team and performed general customer service duties.

Interim Health Care Englewood, CO

-Intake Coordinator/ CNA Supervisor

Responsible for Processing referrals, Scheduling and staffing RN's, LPN's, PT's, OT's, ST's, CNA's and MSW's according to patient needs and insurance coverage, admitting patients into the computer system to enable billing process, processing additional healthcare orders from physicians, verifying patients insurance and primary care physician information, turfing referrals to other agencies accordingly to mapped areas, overseeing long hour Medicaid patients and care plans, participate in leadership and Medicaid coordination meetings, prepare caregivers and supervisors for weekend on-call shifts, provide general customer service for patients and clinicians. Enter CPT and ICD-9 Codes for billing, enter plan of cares provided by patient's caregivers, and participate in employee interviews. Provided walk through and explanation of procedure to new CNA employees. Communicate between patients and caregivers accordingly, scheduling appointments.

Randstad/Maximus Colorado REMAP Project Denver, CO

-Eligibility Specialist

Responsible for Processing new applications and renewals to determine eligibility for Family Medicaid, Adult Medical, CHP+, and Disabled adults and Children programs. Directly in charge of researching and resolving cases in pending status and denials, notifying client of any addition verifications or payments required, process correspondents accordingly, manually reinstate and or deny applicants, assist in quality checks of technician's data entry, assisting in expediting cases, and assisting management in special projects and daily reports.

Rocky Mountain Spine and Sports Medicine Associates LLC
Lone Tree, CO

-Medical Assistant, Medical Transcriber, Front Office, Back office (Independent Contracted Dictation Services).

Responsible for front and back office duties including but not limited to, answering phones greeting patients, collecting copays, verifying insurance, Setting appointments, organizing patient charts, Responsible for assisting in joint injections, prep area for doctors and patients. Conducted drug screening and vitals check. Communicating via Faxing and email accordingly, Opening and closing clinic, I also was responsible for typing up all medical transcriptions from doctors voice recordings about each patients visit summary as well as assisting in book keeping.

Education

Bachelors of Science in Business Administration in Management

Regis University - Denver, CO

Diploma in Medical

Everest College - Aurora, CO

Skills

- Logistics (10+ years)
- Supply Chain
- Shipping (10+ years)
- Customer Service (10+ years)
- Dispatch (10+ years)
- Billing (6 years)
- Staff Development (7 years)
- Data Entry (10+ years)
- Supervising (7 years)
- Triage (10+ years)
- ICD-9 (1 year)
- ICD-10 (1 year)
- CPT Coding (1 year)
- Performance Management (7 years)
- Analysis Skills (10+ years)
- Microsoft Excel (8 years)

- Administrative experience (9 years)
- Microsoft Word (10+ years)
- Clerical experience (10+ years)
- Management (9 years)
- Microsoft Office
- Leadership (10+ years)
- English

Languages

- Russian - Fluent

Certifications and Licenses

FMCSA ELD Audit certification

Present

HIPPA

Present

Assessments

Logic & critical thinking — Proficient

April 2019

Measures a candidate's ability to use logical approaches when solving problems.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

African Community Center ACC

This center has programs created to help refugees obtain the resources they need to resettle in Colorado. My primary duties were to apply my knowledge from my previous employment for CO EEMAP Project assist the TANF caseworkers with applications and additional verification paperwork as well as help prep people for job interviews.

I possess the ability to work under pressure with accuracy, attention to detail and analytical skills. I have business communication, performance management and as time management skills. I run operations according to agile methodology, and has ownership of the product roadmap, infrastructure, and customer experience. Strong negotiation, leadership, and written and verbal communication skills, and experience working in a collaborative team environment. I am a hard worker with great analytical

skills and attention to detail and am not afraid to take initiative I am seeking a new opportunity to learn and grow and help further my management career.

Salary: Negotiable/Full-Time & Part-Time available weekends and holidays