

MICHELLE LESCH
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PROFESSIONAL SUMMARY

Distribution center professional with understanding of the total end to end business and a wide range of skills in warehouse functions including managerial, supervision and training of employees engaged in all incoming and outgoing shipping activities. Special expertise in productivity improvements through redesign of work procedures and using knowledge of machine and equipment capacities, shipping procedures, routes and rates and. project management. High level focus on accuracy, completeness, and condition of shipments.

*Able to read, write and speak Spanish. **Technical skills:** SAP, Microsoft Office Suites; Lotus Notes, AS/400, TMS, BPCS, Portal, JD Edwards, Microsoft Dynamics AX.*

PROFESSIONAL EXPERIENCE

Ice Mobility Present

11/2016 -

Transportation Coordinator

Work with client services and carriers in regards to Inbound and Outbound schedules and deliveries while ensuring their schedules are met. Help streamline processes to meet ISO and retailer requirements. Work with client services on chargebacks and all carrier issues.

- Created transportation SOP's
- Created Inbound and Outbound freight logs
- Created customs documentation templates for International shipments
- Address and resolve any issues with overages, shortages, delayed or damaged shipments
- Created UPS claims log
- Organized warehouse shared drive
- Help create company quality policy
- General troubleshooting of operational issues

Hawkeye Engine Services

2016

Sales Manager

Various Short Term Temp Agency Positions

2014 -

2016

Quality Control, Shipping & Receiving, Various Warehouse Operations, Collections

Andrews Employment/Brightstar Libertyville, IL

2013 - 2014

Returns Exceptions Supervisor/Returns Inventory Supervisor

Worked with multiple returns customers on devices that arrived but did not fall into the SOW for that client or arrived and had internal systemic issues tied to that device. Worked with Shipping and receiving

department on incoming and outgoing freight as well as RTV devices. Was able to redesign Exceptions

setup to save the company \$500,000 within 6 months' time.

- Hiring, ensuring proper training and conduct performance reviews.

- Update and maintain Exceptions and RTV database
- New Customer Integration
- Oversee/Perform data entry for shipments and create necessary paperwork.
- Document, update and follow procedures and quality processes.
- Aid all off-site facilities and personnel with requests and issues.
- Direct investigations to verify and resolve customer complaints
- Verify and keep records on incoming and outgoing shipments.
- Analyze and resolve work problems, and assist workers in solving problems
- Work with IT to resolve internal short and long term issues

**Arvato digital services/ SONPRESS LLC, Pleasant Prairie, WI
2007 - 2013**

SAP Supply Chain Manager/Transportation Manager/Transportation Supervisor/Freight Coordinator

Worked with carriers and customer requirements to ensure on-time delivery of orders. Supervise and

manage department for proper labor utilization. Schedule carrier pickups and coordinate loading on the

dock to ensure quality and accurate shipment of customer orders. Work with carrier representatives on

quality issues, services forecasts and updates. Create and maintain shipping, routing and carrier

Information in system databases. Adherence to custom trade compliance and documentation. Project Management

- Hiring, ensuring proper training, conduct performance reviews, discipline and access corrective actions
- Monitor order picking for shipment availability in SAP and Log Pro systems.
- New Customer Integration
- Carrier/Retailer specific labels, BOL and EDI requirements
- Oversee/Perform data entry for shipments and create necessary paperwork.
- Haz-Mat compliance
- Document, update and follow procedures and quality processes.
- Complete all shipping transactions in SAP, AS400, TMS and BPCS systems.
- Perform rate comparisons to utilize cost effective shipping methods.
- Monitor and adhere to customer requests and vendor/retailer specific shipping requirements.
- Aid all off-site facilities and personnel with requests and issues.
- Direct investigations to verify and resolve customer complaints
- Ensure compliance with government policies in regards to shipping and freight movement.
- Troubleshooting

**DELUXE MEDIA SERVICES, Pleasant Prairie, WI
2004 - 2007**

Freight Coordinator/Receiving Clerk/ Process Trainer

Trained approximately eighty employees and manage seventeen receiving clerks. Achieved significant

improvements in their productivity through development of training program based on personal

experience. Instrumental in assisting as a resource in the development of training objectives, course

outlines, lesson plans, visual aids, and evaluation tools for new employees. Direct others in preparing

outgoing and receiving incoming shipments. Maintain time and production records.

- Oversee incoming and outgoing shipping activities to ensure accuracy, completeness and condition of shipments
- Verify and kept records on incoming and outgoing shipments.
- Determine method of shipment, utilizing knowledge of shipping procedures, routes and rates.
- Unpack and examine incoming shipments, reject damaged items and record shortages
- Respond to written and telephone requests for drop off and pick-up of products.
- Operate sit-down, counter-balanced truck as well as walkie rider pallet truck.
- Analyze and resolve work problems, and assist workers in solving problems.

EDUCATION

- Diploma, Warren Township High School, Gurnee, IL
- Currently attending, College of Lake County, Grayslake, IL
- Completed Supervisory Certification I & II
- Completed Training Certification