

# JONATHAN WILSON

## CUSTOMER ACCOUNT SPECIALIST



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### PROFILE

For the past five years, I have dedicated my time to developing a strong knowledge of the logistics industry and providing high quality customer service 24/7/365. My drive and passion have since led me to finishing my bachelor's degree and pursuing graduate studies soon after.

### SKILLS

- ✓ Various Microsoft Applications
  - Word, Excel, Access, PowerPoint & Project
- ✓ Adobe Software
  - Photoshop & Illustrator
- ✓ HTML Coding
- ✓ Compliance
  - EDI, Fourkites, TMS
- ✓ System Administration
- ✓ Leadership
- ✓ Versatile Negotiation
- ✓ Customer Service
- ✓ Time Management
- ✓ Organized
- ✓ Certification: Server Pro — May 2018
  - Install and configure.
- ✓ Adaptable

### EXPERIENCE

*Customer Account Specialist* — Total Quality Logistics      October 2018 — Present

I started my journey at TQL as a trainee and was awarded the Charlie Hustle Award in my first few months. Recipient of the award demonstrates hard work, strong leadership skills, and consistently on top of the leader board as a trainee for that month. Following this, I passed Sales Proving Ground in the first 4 weeks.

After building up my own book of business, I was recruited internally for a position that would allow me to bring value to large accounts as a part of TQL's Enterprise department. Shortly after, I was promoted to Customer Account Specialist of the Whirlpool account after being recognized for my talents in account penetration. I have spent the past 3 years managing and overseeing the following:

- Account Penetration and Execution
  - Included working directly with Whirlpool and other customers to identify opportunities to grow our footprint and bring value to their networks.
- Carrier Procurement
  - Aligning underlying carriers with our current footprint to maximize revenue and service.
- Equipment Allocation and Utilization
  - Created a strategic SOP for utilizing leased equipment and underlying carriers to meet customer requirements and add competitive attributes to our business.
- Led Team Member Training, Compliance & Engagement
  - Trained employees on specific practices and guidelines for compliance with EDI, Fourkites, and Customer TMS.
- Accounting Operations
  - Oversee account AR and worked directly with our customers to coordinate billing effectively.
- Reporting and Operations
  - Developed reporting tools to analyze our revenue, equipment allocation, and procurement performance each week to optimize our operations.
  - Developed excel workbooks designed to keep track of equipment assignments, carrier allocation, and shipment statuses.
- Monitoring 24/7 Operations
  - Developed SOPs for managing high-priority shipments to ensure a high level of service.
  - Available 24/7 to ensure account operations are executed.

### EDUCATION

Bachelor of Technical & Applied Studies

University of Cincinnati

Expected in April 2023

Dean's List Recipient (2021, 2022 & 2023)

### REFERENCES

*Provided Upon Request*