



PROFILE

Dedicated Cargo Agent with 1 year of experience in the logistics industry, adept at coordinating shipments, managing documentation, and ensuring compliance with customs regulations. Proficient in streamlining processes, maintaining strong client relationships, and working effectively in fast-paced environments. Demonstrated ability to learn quickly, adapt to new systems, and contribute positively to team performance. Seeking opportunities to further develop skills and contribute to the success of a dynamic organization.

LINKS

[linkedin.com/in/jenaiyanesland](https://www.linkedin.com/in/jenaiyanesland)

SKILLS

Loadmaster

Hazmat Handling

Customs Compliance

Cargo Tracking

Rate Negotiation

Documentation Expertise

Inventory Management

LANGUAGES

English

Arabic

EMPLOYMENT HISTORY

Cargo Agent at FedEx Freight, AR

May 2023 - Present

- Successfully managed the processing of over 500,000 pounds of cargo per month, ensuring efficient and timely delivery to customers.
- Streamlined cargo documentation procedures, reducing processing time by 30% and increasing overall productivity.
- Implemented a new cargo tracking system, resulting in a 25% reduction in lost or misplaced shipments and significantly improving customer satisfaction ratings.
- Coordinated with cross-functional teams to resolve over 100 shipment discrepancies per quarter, maintaining FedEx Freight's reputation for reliability and accuracy.

Junior Cargo Agent at UPS Freight, AR

Sep 2022 - Apr 2023

- Successfully processed and managed over 5000 cargo shipments within a year, ensuring timely and accurate delivery to customers while maintaining a 98% satisfaction rate.
- Streamlined the cargo tracking system, reducing shipment tracking time by 30% and significantly improving overall operational efficiency for the team.
- Trained and mentored 10 new employees on UPS Freight's processes and systems, leading to a 20% increase in team productivity and a 15% reduction in errors.
- Implemented cost-saving measures that resulted in a 10% reduction in operational expenses, contributing to the overall profitability of the company.

EDUCATION

Associate of Applied Science in Logistics and Supply Chain Management at University of Arkansas at Little Rock, AR

Sep 2018 - May 2022

Relevant Coursework: Supply Chain Operations, Inventory Management, Transportation and Distribution, Warehouse Management, Procurement and Supplier Management, Logistics Analytics, Demand Planning, and Enterprise Resource Planning.

CERTIFICATES

IATA Cargo Agent Certificate

Apr 2022

Dangerous Goods Regulations (DGR) Certification

Nov 2020