

Making Explainable Recommendations within an Intelligent Information System

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Please, come listen

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SUMMARY

Efficient Air Import/Export agent with over 10 years' experience in freight handling. Great team player with excellent customer service and communication skills. Contributing team member with flexible schedule and physical strength to handle any task.

HIGHLIGHTS

- Customer service professional
- Familiar with Ocean procedures
- Detail-oriented
- Familiar with shipping documentation
- Quote preparation
- Microsoft Office proficient
- Vendor coordination
- Monitoring and reporting
- Scheduling
- Invoicing

EXPERIENCE

08/2012 to Current

Contract Air Import/Export Agent

Ultimate Staffing Services — New Cityland, CA

- Process all orders and documentation, and provide detailed information such as quote amounts to established and potential clients.
- Write up new quotes, following company guidelines for cost and time.
- Contact vendors to obtain pricing, tracking, and scheduling information.
- Draft invoices for both import and export services and send to clients.
- Compile tracking and service reports for management.
- Respond to and quickly resolve customer service issues.
- Maintain schedule and dispatch work orders.

03/2008 to 07/2012

Air Import Agent

Cornerstone Transport Systems — New Cityland, CA

- Checked shipment statuses and provided information to clients.
- Reviewed and scanned account documentation.
- Prepared and processed delivery orders and receipts.
- Answered account questions and verified information including billing, government regulations, and security requirements for specific shipments.
- Distributed documentation to clients via email, mail, and fax.
- Updated tracking software with latest location information.
- Improved efficiency by streamlining paperwork processing, coordinating effectively with customers and staff, and distributing all documents in a timely manner.

12/2003 to 02/2008

Air Export Agent

UHEX Shipping Company — New Cityland, CA

- Communicated with domestic and international customers to provide information.
- Advised accounts and customers of tracking and shipping information.
- Created invoices and distributed to customers.
- Researched issues and resolved quickly to maintain customer satisfaction.
- Adhered to governmental regulations at all times and client requests whenever possible.
- Inspected and verified all documentation for accuracy and problems.



Inventory Management Specialist (EX)

Veterans Affairs, Veterans Health Administration -

★★★★☆ 3,914 reviews - Seattle, WA

\$44,857 - \$79,331 a year

Applicants wishing to receive credit for such experience must indicate clearly the nature of their duties and responsibilities in each position and the number...

Department of Veterans Affairs 19 days ago [Save Job](#) [More...](#)

Flight Operations Specialist

Amazon.com - ★★★★★ 23,536 reviews - Seattle, WA

This individual will also conduct limited flight readiness activities and logistics planning as needed. 14 CFR Part 107 Remote Pilot Certificate....

26 days ago [Save Job](#) [More...](#)

Office Administrator

BOEING - ★★★★★ 5,317 reviews - Everett, WA 98204 (Holly area)

Experienced with the Microsoft Office Suite including Word, Excel, PowerPoint, Outlook. "US Person" includes US Citizen, lawful permanent resident, refugee, or...

6 days ago [Save Job](#) [More...](#)

Material Handler - 1st Shift

XPO Logistics - ★★★★★ 2,752 reviews - SeaTac, WA 98198 [+2 locations](#)

At XPO Logistics, you won't just be moving material; XPO provides cutting-edge supply chain solutions to the world's most successful companies, including Disney...

XPO Logistics, Inc. 2 days ago [Save Job](#) [More...](#)



Why?

Let's discuss...

- The importance of different types of knowledge in producing effective explanations
- How that knowledge can be acquired
- User interface concepts for turning explanations into actionable tools