



Russell Nguyen

Logistics Coordinator

Logistics coordinator with 2 years of experience in freight documentation, carrier scheduling, and order processing using NetSuite ERP, UPS Worldship, and Microsoft Excel. Raised the on-time delivery rate to 97.54% by restructuring carrier pickup windows and adding a same-day shipment verification step for 138 outbound orders per week.

CONTACT INFORMATION



(301) 555-0118



russell.nguyen@example.com



Cumberland, MD 12345

KEY SKILLS

- NetSuite ERP
- UPS Worldship
- Microsoft Excel
- SAP
- IATA Shipping Regulations
- Freight Documentation
- Order Processing
- Carrier Scheduling
- Inventory Reconciliation
- KPI Reporting

Professional Experience

LOGISTICS COORDINATOR | ALLEGANY RIDGE DISTRIBUTION LLC, CUMBERLAND, MD

2025 - PRESENT

- Raised the on-time delivery rate from 87 to 97.54% by restructuring carrier pickup windows and adding a same-day shipment verification step for 138 outbound orders per week.
- Reduced average order processing time from 5.2 hours to 2.8 hours by standardizing pick-ticket workflows in NetSuite ERP.
- Prepared bills of lading, commercial invoices, and packing lists for domestic and international shipments, maintaining a shipping documentation accuracy score of 99.43.
- Consulted with 23 recurring accounts each month to confirm delivery requirements and packaging specifications, adjusting routing plans to meet window requests.

LOGISTICS ASSISTANT | POTOMAC BEND FREIGHT SERVICES, KEYSER, WV

2024 - 2025

- Processed an average of 74 inbound and outbound shipments per week, verifying weights, piece counts, and IATA compliance documentation before carrier handoff.
- Improved shipping documentation accuracy from 93.5 to 98.9 by cross-referencing purchase orders against packing slips in Microsoft Excel before dispatch.
- Compiled weekly progress reports on carrier performance, order cycle times, and exception rates for the operations manager, covering 312 line items per report.
- Redesigned the returns routing process to cut average order processing time on reverse logistics from 6.1 hours to 3.4 hours.

Education

- B.S. in Business Administration in General Management
Frostburg State University, Frostburg, MD | 2020 - 2024