

# JULIE L. ANDERSON

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Proven track record in the transportation industry with diversified experience including intermodal operations, SAP implementation, start up logistics, customer service, sales and e-commerce. A self starting problem solver with solid analytical skills. Strong organizational skills have led to successful project management with cross functional integration and continuous process improvements. Demonstrated ability to bring consensus over multiple departments in diverse organizations.

## **Professional Experience**

### **Weyerhaeuser, Federal Way, WA**

Senior Business Analyst

April 2007- September 2009

*Domestic Transportation Business Solution Lead for SAP 6.0 deployment to Weyerhaeuser's iLevel Transportation department.*

- Subject Matter Expert for all Rail and Truck transportation issues.
- Liaison between businesses and development team to provide business requirements for end to end scenarios.
- Tested new SAP functionality and troubleshoot issues.
- Designed SAP training materials for Domestic Shipping and Transportation including transportation planning, replenishment and subcontracting processes.
- Managed the execution of the Rail and Truck Transportation training plan to end users.
- Engaged key leaders in SAP deployment with issues and recommendations along with regular status updates.

### **Pacific Rim Import Corporation, Seattle, WA**

Vice President, Operations

December 2004 - March 2007

*Responsible for sales and marketing support, and showroom operations for an import company in the gift and home decorative accessories industry.*

- Developed website content and managed continuing operations of retail on-line store and Amazon storefront.
- Managed corporate website design and implementation of wholesale catalog website.
- Oversaw the building of three new showrooms and ongoing showroom operations.
- Directed team that created sales tools including producing catalogs, annual calendar, brochures and other sales collateral materials.
- Managed licensing partnership with National Geographic Home.

### **Eagle Trucking, Seattle, WA**

Director, Sales & Marketing

July 2003 - November 2004

*Nationwide truckload sales in the United States for Eagle Trucking supporting their 18 terminals with over 400 owner operators.*

- Managed a \$35 million account portfolio of international and third party logistics companies.
- Increased sales by 25% over previous year.
- Instituted customer relationship management system.

**Totem Ocean Trailer Express, Federal Way, WA**

Supervisor, Logistics Services

July 2002 - June 2003

*Developed objectives for start-up logistics department to meet company initiatives.*

- Created logistics database to enable faster, more cost effective, inland rate quotes to customers.
- Developed operating plans and oversight for project freight and military deployments.
- Authored a study of barge transportation services for alternative service to Alaska.

**Yardconnect.com, Seattle, WA**

Director, Market Services and Operations

March 2000 - July 2001

*Responsible for the administration and oversight of customer service operations and customer training of B2B building materials website. Held additional role as Product Development Manager, leading the team responsible for the development of new enhancements to the website.*

- Created and implemented the operating procedures for the department, including customer service, website monitoring, market activity reporting, and data testing.
- Designed and implemented successful training programs for customers and company employees on the website through three site launches.
- Responsible for market research process, creating surveys and conducting interviews to determine high priority site services and features for customers.
- Incorporated customer feedback into new site releases and coordinated internal resources to bring the product to market successfully and on schedule.

**CSX Corporation**

September 1980 - February 2000

- Awarded CSX Corporation's highest employee award, the CSX Award of Excellence, for "sustained, exceptional performance that supported CSX Intermodal's priorities and objectives".

**CSX Transportation, Renton, WA**

Senior Account Manager, Forest Products

January 1999 - February 2000

*Responsible for North American rail carload sales for the Weyerhaeuser account.*

- Managed a \$50 million account portfolio.
- Increased sales in lumber and building products by 50% over previous year.
- Completed negotiations on outstanding contracts and service agreement.

**CSX Intermodal, Jacksonville, FL**

Assistant Vice President, Customer Service

October 1996 - December 1998

*Directed the overall functions of the national customer service call center.*

- Reorganized the call center to reduce cost by 20% while improving the call answer time for customers by 50%.
- Hired, developed and managed three directors and 40 customer service people.
- Gathered the business requirements for CSX Technology to design a computerized tracing program for customers.
- Created CSX-Conrail merger integration plan for the Customer Service Department.

**CSX Intermodal, Tacoma, WA**

Terminal Manager

July 1986 - September 1995

*Directed all rail and truck operations in the Pacific Northwest for CSX Intermodal.*

- Initiated intermodal operations in Tacoma and later expanded operations that grew in volume by 30% in the first three years.
- Directed team of 10 people and revenue volume of \$95 million annually ensuring that freight moved within cost and service standards of performance, both for terminal and trucking operations.
- Prepared and managed annual budget of more than \$4.5 million. Reviewed all expenditures and analyzed variances to plan.
- Assisted in the design and implemented a prototype PC system for train planning that eliminated all clerical overtime in Tacoma.

### **Education**

MBA Business Administration	University of Tennessee - Knoxville
BA Geography	University of Washington Cum laude, Dean's List, Phi Beta Kappa
1 year Japanese Language	Sophia University, Tokyo, Japan