**Presentation of Qualifications**

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**OBJECTIVE**

To be a dynamic and results-oriented leader, putting my years of experience to work for the benefit of the organization and make myself an indispensable part of the team. In addition, be a “value added” leader and contributor, in whom people trust during critical moments in a day to day working environment. I will be seen as an ambassador and demonstrate commitment to the organization's Mission, Vision, and Core Values.

**SUMMARY OF QUALIFICATIONS**

* Excellent working and safety minded knowledge of daily operations and logistics throughout my 20+ years in trucking, warehousing, rail, and public transit systems; maximizing customer service, efficiency, and productivity.
* Director of quality management experience in transportation, drayage, trucking, rail, ocean, air, E-commerce (B2B, B2C, EDI), DC warehousing and retail distribution, staffing, business development, sales, pricing, rates negotiations, brokerage, logistics coordination, CSR, dispatch, and safety.
* Proficient Transportation knowledge, and a Class A license holder, DOT, FRA, Refer, HAZ rules and regulation experience and qualifications. TWIC-Port Authority security clearance. Front Line Supervisor Qualified.
* Spearhead the development, communication and implementation of effective growth strategies and processes to allow an organization to achieve and surpass sales, profitability, and business goals and objectives.
* Motivate and lead while creating a positive work environment through real-time observation and specific, constructive, and actionable feedback. Attract, recruit, and retain required members of the team as needed. Foster a success-oriented, accountable environment within the organization.
* Capacity planning and product flow**.** Manage drivers and coordinate equipment utilization. Oversight of up to 120 employees in various roles and executed operational logistics and daily plans.
* Experienced on-dock, cross dock, transloading freight consolidation, LEAN warehousing, operations, and logistics.
* Proficiency in Port Pro, Cargo Wise and Trinium (TMS), Synapse (WMS), and Lean Six Sigma certificate. Understanding principles of Kaizen, visual management, and Konban.
* Build Value-Based Relationships - Identifies and cultivates internal and external alliances that lead to successful outcomes for the organization, its customers and suppliers. Positions the organization for future success by identifying new opportunities through relationships.
* Effectively communicate as an engaging and inclusive leader with ownership for the team’s ability to maximize its productivity, growth, and development. Provide coaching and mentoring, as a cornerstone to career development. Initiative-taking professional, with a strong work and leadership attitude.
* Led Safety and Diversity Councils, EEO, Anti Harassment and New Hire Training programs for over 8 years.
* Strong leadership and analytical problem solving and decision-making skill set; prioritizing tasks of importance maximizing efficiency. Analyze, generate, and communicate metrics reporting and solutions.
* Strong safety core values and ethics. Prepared safety action plans and recommendations for 10 years.
* Implementation of operational principles and safety for truck, rail, and warehousing requirements and maintenance, as required by law.
* Proficient in Microsoft Suite, Teams, and Outlook. Ability to create working schedules, attendance accountability and payroll for employees, to best utilize workforce, resources, budgeting, and work life balance.
* Certificates: De-Escalation, Disabilities and Accessibility, Mental Health, Bias and Non-Biases, AED, CPR, Mass Shooter Safety Response, Youth and Young Adult Engagement, , and Right of Way safety regulations.
* Built great personal and workplace equity with an open-door policy and an inclusive environment. “Respect Every Day.”

**EXPERIENCE**

**All Season Transport Mar. 2024 – Present**

**Director, Operations/Drayage Solutions**

* Developed business opportunities for Intermodal logistics, brokerage trucking and improve internal processes within the organization with ownership, V.P. of sales, Warehousing President, dispatch and customer service team, to stride towards business expansion goals.
* Effectively directed and developed, trained and inspired a highly performing offsite team of 13 and small inhouse team of dispatchers and customer service reps. In addition, while developing a strong company culture.
* Directed the team in procedures for the Port Pro TMS, building proper knowledge and skills to best serve the organization in drayage, port procedures, trucking transportation, live reporting for customer service, accessorial processing and invoicing.
* Planned dispatching operations to best assist the operation and build quality customer service for transportation and brokerage accounts. Oversight of transportation logistics, service lanes; building accountability and reliability.
* Direct and coordinate assets throughout a local/regional pickup and delivery of marine and intermodal shipments.
* Spearhead the development, communication and implementation of effective growth strategies and processes with the V.P. of Sales, to allow an organization to achieve sales, profitability, and business goals and objectives.
* Assisted with brokerage drayage start up, working closely with the V.P. of Sale. Expanding services to the Oakland, CA region.
* Provided and negotiated competitive rates for customers on local and regional drayage and trucking lanes and OTR. In addition, I expanded my skills and knowledge of Seattle/Tacoma port facilities and the operation.

**Accomplishments:** Assisted in implementation of effective growth strategies and profit goals of 31% for the organization, while having the opportunity to lead by example with my hard work and dedication. The ability to direct and improve internal processes and team building withing the working environment.

**World Group / Container Port Group Apr. 2022 – Sept. 2023**

**Operations Manager – Business Development and Transportation**

* Built and established business and carrier relations and contracts for a newly developed business model for the organization during a NW start up and expansion plan.
* Established and oversee transportation and rail intermodal service partnerships and contracts, DC distribution, warehousing, and freight forwarding to best serve the organizational growth and customers, building excellent communication and teamwork within the sales team.
* Implement cost effective systems of control over capital, operating expenditures, manpower, wages, and salaries. Quality management of capital asset maintenance and minimize operating expenses.
* Collaborate with sales, regional directors, V.P.’s and CEO’s to develop and implement plans for the operational infrastructure of systems, processes, and personnel; for growth objectives of our organization.
* Served as an NVOCC for our vessel partner SWIRE. I managed and coordinated freight forwarding drayage, transloading, and warehousing. Organized brokered rail and trucking transportation solutions for both import and export.
* Collaborated with the V.P. of Sales to provide International and Domestic customers’ logical solutions. Maintained and expanded customer accounts. Created rates for customers and trucking carriers. Actively managed work to ensure the right time and right price for all operations and services.
* Lead and managed a team of Logistics Coordinators to meet or exceed customer delivery schedules and expectations, through the coordination of shipments via ocean, rail, truck, air, LTL, and e-commerce.
* Oversight of supervised warehouse staff of up to 25 employees. Convey the importance of a “safety first” mindset and a passion for delivering superior results and strive to continuously improve processes, systems, and services.
* Created logistic plans for special customer projects and executed plans with 99% on time performance.
* Logistics coordination of loads within Trinium and CargoWise (TMS sys.). Tendered freight to carriers, brokered freight and dispatched. Monitored carrier performance, facilitated appointments, billing, and invoicing.
* Report revenue growth, gross profit margins, KPI’s, customer satisfaction, business development and forecasting.

**Accomplishments:** Built a positive and productive team to collaborate and support the expanding PNW operation. Established 23% average profit margins, raising margins by 14% throughout the customer base, and an additional 20% for our two other divisions, for 43% overall. Building relationships is a Core Value; and is great for customer relationships.

**Regional Transit Authority/Sound Transit, Seattle, WA May 2021 - Jan. 2022**

**Lead Fare Ambassador (Temporary assignment)**

* Collaborated with management and HR to Achieve great customer service and opportunities for passengers to be connected to resources that can better assist in a positive customer and passenger experience. Built a positive and inclusive team to promote and share this Sound Transit vision and for their partners.
* Researched and assisted in identifying barriers to assist in developing ambassador SOP’s, Health and Safety standards, evaluates program effectiveness, and schedules for newly forming pilot program.
* Served as Passenger Experience’s subject matter expert for commuter rail/ambassador operations, and modified existing and proposed programs, while recommending appropriate changes.
* Developed, and tracked compliance to support the organizational goals for agency ambassadors. Training ambassadors on rail safety and built upon homeless outreach, customer service, crisis intervention and ambassador supervisor training, compliance training and tracking on a Learning Management System (LMS).

**Accomplishments:** Brought a culturally diverse group of individuals together and collaborated with management and human resource partners to ensure the recruiting and hiring process successfully selects and prepares candidates for their training and, subsequently, their future work, as the goal of the organization.

**BNSF Railway Co., Seattle, WA Jul. 2007 – Nov. 2020**

**Trainmaster / Yardmaster / Freight and Commuter Passenger Conductor / Switchmen**

* As a footboard Trainmaster and Yardmaster, I scheduled an effective workforce to best utilize equipment to meet customer needs. I efficiently coordinated safe daily facility work activities and work orders, for crew operations.
* Managed unionized crew operations and communicated effectively organizational directives with peers, management as well as customers to achieve the overall organizational goals.
* As a Conductor or Switchmen, I maintained accountability of passengers for commuter Sounder customers and freight train compliance. Abide by all local and Federal laws, rules, and regulations.
* Coordinate and conduct job safety briefings. Assist in safe movement with proper orders, authority and signals through dispatch and work areas, in accordance with FRA regulations.
* Proficiency in refrigerated containers, cold storage, hazmat, coal, lumber, grain and Grainery's, oil and refineries, boxcar, auto racks, and intermodal freight.
* Assisted local union rep. with investigations, collective bargaining contracts, as well as other role requirements.
* Oversee the safety, comfort, and orderly travel for all passengers, allowing for a positive passenger experience.

**Accomplishments:** At BNSF Railway Co., I was the first Conductor to support and traverse a new freight route. It included a three-day rail trip encompassing 636 total rail miles. I created a working storybook guide, for new Conductors and Engineers. I identified job duties, Route maps, customer procedures and track charts to assist in performing their duties safely and to best serve the customer. In addition, while leading the Safety Council I produced aerial maps to assist in identifying safety concerns and recommendations for corrective actions, for safer operations. While on the Diversity Council, I helped coin the phrase, “Respect Every Day.”

**Eagle Intermodal & BNSF Railway Co., Tacoma, WA Jun. 2005 - Jul. 2007**

**Intermodal Operations/Hub Manager**

* Managed, built and maintained a productive team within the Port of Tacoma. Accomplished with several entities: BNSF Railway Co., Tacoma Rail, The Tacoma and Seattle Ports.
* Facilitated planning for the PNW and up to 200 dept. heads throughout the organization.
* Coordinated and executed divisional and hub operational plans. Maintained a professional oversight function of BNSF Railway Tacoma/Seattle intermodal operations, as well as the Port of Tacoma’s customer facilities.
* Planned and organized logistics, equipment utilization, and inventory to maximize space and efficiency.
* Ensured safety and compliance with all applicable Local, State and Federal rules, regulations, and policies.

**Accomplishments:** Identified and resolved operational and service deficiencies. Tasked to lead as a Project Manager on small projects. Researched, developed, and implemented a plan allowing BNSF to better serve a Port customer, for the Port of Tacoma. This project implementation effectively reduced a monthly cost of approximately $100k for BNSF’s budget. This plan included servicing a Port customer directly and creating a more efficient procedure. Another benefit was that this process and procedure created valuable equipment space at every location within the Port.

**Interstate Distribution, Tacoma, WA Sept. 1998 - Jun. 2005**

**Operations Fleet Manager**

* Managed 120 drivers and coordinated availability to maximize working schedules and utilization of company equipment and resources. Monitor and assist drivers with DOT regulations and compliance.
* Built positive and productive customer service relationships through trust, accountability, integrity, and reliability.
* Managed personal portion of fleet operations budget. Implemented and controlled fuel purchase plans, idle usage, and detention costs.

**Accomplishments:** During my years as an Operations Fleet Manager at Interstate, one of my greatest accomplishments was maintaining positive and productive working relationships with the drivers I managed, my peers and customers. I provide customers with great service, while I exceeded company expectations and goals, with a 97% employee retention rate. In addition, I assisted in building and maintaining three key customer accounts such as Big 5 and Kmart and Do it Best with profits of 2-4 million annually.

**ADDITIONAL ACCOMPLISHMENTS**

While in the U.S. Army, I honorably served at Ft. Bragg, NC. in the 18th Airborne Corps Division. I was also in command of a small group of great servicemen, which I led by example. During my service I maintained my team and their service readiness, through continued training and assisting them in certifications and mentoring them “To Be All They Could Be,” in preparation to climb the chain of command. I deployed to several regions in the world and theaters of operations. I am a recipient of 2 Bronze Stars, Army Commendation and Achievement Medals, Southwest Asia Service Medal, Liberation Medal, and French Fortiage’ (foreign government commendation), for combined service. I am a combat veteran, and honorably served.

**EDUCATION**

California State University of Fullerton, in Fullerton, CA.

BA Major: Communication and Graphic Design. In addition, I played my eligible year of Baseball, as a walk on.

Golden West College, in Huntington Beach, CA.

Associate degree: Sociology and Communication with a certificate in CAD design. Played Baseball for the college team.

**HOBBIES AND INTERESTS**

I enjoy traveling and experiencing diverse cultures. I seek to enjoy the community and experience many types of foods. I search for stand out arts and architecture of the community. I enjoy exploring the earth’s natural wonders along the way.

My son and I race go karts and I volunteer as the racetrack site safety coordinator. I volunteer my time with Bethel recreation, my local school community, teach and coach youth sports programs. I strive to teach skills, build confidence, and the value of good sportsmanship and teamwork.

**REFERENCES:** Provided upon request.