

Aisha Patel

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SUMMARY

Detail-oriented and motivated recent graduate with strong analytical skills and a passion for logistics. Eager to leverage knowledge in freight brokerage and transportation management to optimize supply chain operations and enhance customer satisfaction.

EXPERIENCE

Logistics Coordinator Intern

Jun 2022 - Aug 2022

Global Transport Solutions, Atlanta, GA

- Assisted in coordinating shipments, improving on-time delivery rates by 15%.
- Maintained communication with carriers and clients, enhancing customer satisfaction by 20%.
- Utilized TMS software to track shipments and resolve issues efficiently.

Customer Service Representative

Jan 2020 - May 2022

Freight Forwarding Inc., Atlanta, GA

- Resolved customer inquiries and issues, decreasing response time by 30%.
- Developed and maintained strong relationships with clients, resulting in a 10% increase in repeat business.
- Used CRM tools to log client interactions and improve service delivery.

Warehouse Assistant

Jan 2019 - Dec 2019

ABC Logistics, Atlanta, GA

- Streamlined inventory processes leading to a 25% reduction in processing time.
- Collaborated with transportation teams to ensure timely dispatch of shipments.
- Maintained accurate records of shipment and inventory data using Excel.

EDUCATION

Bachelor of Science in Supply Chain Management

May 2021

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Logistics Management, Data Analysis, Customer Relationship Management (CRM), Inventory Management

Tools & Frameworks: Transportation Management Systems (TMS), Microsoft Excel, Salesforce, Tableau