

Jamal Thompson

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SUMMARY

Detail-oriented Freight Broker with over 5 years of experience in logistics and transportation management. Proven track record of optimizing freight costs and improving delivery times, with a focus on customer satisfaction and operational efficiency.

EXPERIENCE

Freight Broker

Jan 2022 - Present

Logistics Solutions Inc., Atlanta, GA

- Increased revenue by 35% within one year by establishing new client relationships and optimizing carrier contracts.
- Successfully managed a portfolio of 50+ clients, achieving a 98% on-time delivery rate.
- Implemented a new transportation management system (TMS), reducing administrative time by 20 hours per month.

Logistics Coordinator

Jun 2019 - Dec 2021

National Freight Services, Atlanta, GA

- Coordinated shipments across 10 states, ensuring compliance with federal and state regulations.
- Negotiated contracts with carriers, resulting in a 15% decrease in shipping costs.
- Developed and maintained a database of reliable carriers, improving load coverage by 25%.

Transportation Assistant

Jan 2018 - May 2019

Metro Transport Solutions, Atlanta, GA

- Assisted in the scheduling and dispatching of freight shipments, achieving a customer satisfaction rate of 95%.
- Processed shipments and managed paperwork, reducing processing time by 30% through the implementation of new tracking tools.
- Supported the freight brokerage team in market research and data analysis to identify new business opportunities.

EDUCATION

Bachelor of Science in Logistics and Supply Chain Management

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Freight Management Software, Rate Negotiation, Load Optimization, Inventory Management

Tools & Frameworks: Transporeon, SAP ERP, Freightos, Microsoft Excel