

# Transport and Logistics



## Maryna Sawyer

Предпочитаемая страна: Чехия  
Зарплата: От 2000 EUR  
Направление деятельности: Логистика, склад, вэд  
Тип работы: Полная занятость  
Готов к переезду: Да

### Описание резюме

In addition to an MBA qualification I have rich experience in logistics and freight forwarding. Furthermore, I have rich experience in account management including direct interaction with key clients and partners. Experience in CRM as well as in SCM allow me to see the bigger picture of the business process. My expertise lay in critical analysis of business processes and tailoring those in accordance to the market situation, company's objectives and customer needs.

### Опыт работы

01.05.2015 – По настоящее время

#### Asstra Forwarding

##### Head of Operations Department

Managing operations department. Responsible for ensuring financial and operative efficiency of the department as well as healthy and sustainable growth. Including monitoring financial results, performance, and allocation of resources. • Strategic planning and goal setting. • Preparing and offering best logistical solutions to ensure excellent quality of services and customer satisfaction. • Preparation of tender offers for sea, air and road transport based on customer needs and expectations. • Daily work with suppliers, responsible for building a network of partners around the globe. Ensuring that provide services are aligned with international legislations i.e. local regulations, CMR convention, SOLAS. • Responsible for mentoring and training of the newcomers as direct supervision of the entire operations

01.06.2018 – По настоящее время

#### Global Corporate Relocations

##### Independent consultant

Analysis of business processes, objectives and financial results. Strategic planning and goal setting. Budget planning. On-site visit of operation facility and inventory control. Assigned to perform annual independent audits. Optimization of business processes. Responsible in quality monitoring to ensure that provided services are aligned with the highest industry standards. Preparation of staff training.

01.11.2013 – 01.05.2016

#### SVIMAS s.r.o

##### Accommodation and Marketing Manager

• Daily work with customers on any step of their engagement with the company. • In terms of marketing the direct duties include conduction of competitive and demand research • Creation of a marketing campaign and its content. • Direct work with corporate clients and partners. • Occasional involvement in procurement management.

01.07.2016 – 01.03.2017

#### Voerman International

##### Senior Move Manager

Strategic planning organization and coordination of European and international relocations. Accounts include IKEA, NIKE, Brookfield GRS, Altair. (The work requires total independence while interfacing with other internal clients) • Primarily responsible for planning, organizing and controlling every aspect of the moving and relocation process including direct contact with accounts and key clients (CRM) and budget planning, transport arrangements by Sea air and road, house search, DSP, departure services, final invoicing and reporting. • As an additional task, managed company's preparation for FAIM PLUS audit. Mainly responsible for ensuring excellent business efficiency and customer service in every aspect of a move as well as of a company performance including training for new starters, customs, logistics, and budgeting. • Daily work with transferees as well as with forwarders, airlines, transportation agents globally (SCM) • Training based on internal and accounts specific procedures as well as FIDI standards.

01.03.2013 – 01.10.2011

#### Washington Language School Kaplan Certified Education Provider

##### Client Service Manager

• Monitoring costumers' satisfaction by conducting interviews, research, and surveys. • Fully responsible for Brand reputation and management the tasks were to keep brand reputation and awareness on the high level •

Brand reputation and management, the tasks were to keep brand reputation and awareness on the high level. One of my tasks was to define problems or issues the company has, which influence clients' satisfaction and finding solutions for those deficiencies. • Permanent work with Google Analytics.