JULIAN MERCER

FREIGHT BROKER

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PROFESSIONAL SUMMARY

Freight Broker with 8+ years moving truckload and LTL freight for manufacturers and retailers across the Midwest and Southeast. Balances shipper rates against carrier capacity, keeps loads covered on tight pickups, and protects margin through disciplined carrier vetting. Keeps claims low and delivery on time.

PROFESSIONAL EXPERIENCE

Senior Freight Broker Jan 2023 - Present
Total Quality Logistics, Cincinnati, OH

- Cover about 70 truckload shipments a week for 25 shipper accounts, negotiating dry van and reefer rates against spot market benchmarks.
- Grew gross margin per load from 13% to 17% by renegotiating lane rates with a core group of 30 vetted carriers.
- Recovered 12 missed pickups in a quarter by tracking drivers in real time and rebooking coverage within the hour.
- Vet new carriers for authority, insurance, and safety score before booking, and reject high-risk carriers early.
- Coach two newer brokers on rate negotiation and shipper check calls, and both reached full desk targets in nine months.
- Review weekly lane and margin reports with shippers to recommend routing changes that saved two customers about 7% on freight spend.
- Monitor FMCSA safety scores and insurance expirations for the core carrier network each week and replaced three carriers before their coverage lapsed.

Freight Broker Mar 2021 - Dec 2022

- Built a customer base of 18 accounts from cold outreach and referrals, reaching $1.4 million in annual gross revenue.
- Resolved cargo claims and detention disputes with shippers and carriers, keeping the claims ratio under 1% of revenue.
- Quoted time-sensitive freight within 15 minutes of request, which won recurring lanes from two regional distributors.

Carrier Sales Representative Jun 2019 - Feb 2021
Landstar System, Jacksonville, FL

- Sourced capacity from independent owner-operators and small fleets, onboarding about 40 carriers into the network.
- Built daily load boards by lane and matched trucks to open freight, cutting average time to cover from six hours to four.
- Kept check calls and proof-of-delivery documents current in the TMS so invoicing was never delayed.
- Negotiated detention and layover terms with owner-operators to keep reliable trucks on core lanes through the holiday peak.
- Resolved about 30 delivery exceptions a month with shippers and receivers, documenting each in the TMS so billing stayed accurate.

Dispatcher Jun 2018 - May 2019
Averitt Express, Cookeville, TN

- Dispatched local pickup and delivery drivers, adjusting routes in response to weather and dock delays.
- Entered shipment details in the dispatch system and answered shipper status calls, reducing missed delivery notices.
- Planned pickup and delivery routes for 14 drivers each morning, grouping stops by zone to reduce empty miles.

CORE SKILLS

Truckload and LTL brokerage | Rate negotiation | Carrier vetting and onboarding | Spot and contract pricing | TMS software (McLeod) | DAT load board | Shipper account management | Claims resolution | Real-time shipment tracking | Cold calling and prospecting | Margin management | Reefer and flatbed freight | FMCSA regulations

EDUCATION

Bachelor of Business Administration, University of Cincinnati, Cincinnati, OH

CERTIFICATIONS

Certified Transportation Broker (CTB), Transportation Intermediaries Association | Certified in Transportation and Logistics (CTL), AST&L