JULIAN MERCER

LOGISTICS COORDINATOR

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PROFESSIONAL SUMMARY

Logistics Coordinator with 4+ years scheduling shipments, managing carrier relationships, and tracking freight across domestic and international lanes. Keeps orders moving on time, resolves delays quickly, and maintains accurate documentation for customers, carriers, and customs brokers.

PROFESSIONAL EXPERIENCE

Senior Logistics Coordinator Apr 2024 - Present
Flexport, San Francisco, CA

- Coordinate about 85 ocean and air shipments a month for importers, tracking each milestone from booking through final delivery.
- Resolve customs holds and documentation gaps with brokers, keeping 96% of shipments clear within the quoted transit window.
- Compare carrier rates and transit times for each booking, saving customers an average of 7% on spot freight.
- Send proactive delay updates with revised delivery dates, reducing inbound customer status requests by about a fifth.
- Reconcile freight invoices against quotes before release, correcting discrepancies worth $62K over the past year.
- Trained two new coordinators on the shipment platform, booking checklist, and escalation steps during their first month.
- Reviewed weekly on-time and exception reports with the operations lead and adjusted carrier choices on three recurring lanes.

Logistics Coordinator Jun 2022 - Mar 2024

- Booked and tracked about 50 ocean and air shipments a month, updating milestones in the shipment platform and flagging risks early.
- Collected commercial invoices, packing lists, and bills of lading from shippers, cutting document-related customs holds by about a quarter.
- Coordinated trucking pickups and port appointments with drayage partners, keeping missed pickup windows below 3%.
- Answered customer questions on shipment status through the platform and email, keeping response times within the same business day.
- Built a shared checklist for first-time importers covering classification, duties, and documents, which two teammates adopted.
- Rebooked cargo on alternate sailings when carriers rolled bookings, protecting delivery dates on about 20 priority orders.
- Tracked free-time and demurrage deadlines on import containers, arranging early pickups that avoided most storage charges.

CORE SKILLS

Shipment coordination | Carrier management | Freight tracking | Customs documentation | Incoterms | Dispatch scheduling | Rate comparison | Invoice reconciliation | TMS software | Excel | Customer communication | Exception handling | Bills of lading | Time management

EDUCATION

A.A.S. in Logistics and Supply Chain Management, Jefferson Community and Technical College, Louisville, KY

CERTIFICATIONS

Certified Logistics Associate (CLA)