JULIAN MERCER

TRANSPORTATION MANAGER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Transportation Manager with 12+ years managing carrier networks, routing, and freight spend across truckload, LTL, and intermodal. Improves on-time delivery and cost per mile by negotiating well, using data, and keeping carriers accountable.

PROFESSIONAL EXPERIENCE

Transportation Manager Mar 2024 - Present
J.B. Hunt Transport, Lowell, AR

- Manage a team of eight planners moving 1,200 loads weekly, holding on-time delivery at 96% across several dedicated accounts.
- Rebid lanes with 25 carriers and lowered cost per mile by 4% while keeping tender acceptance above 92% through the change.
- Introduced a weekly carrier scorecard review that cut service failures on the ten busiest lanes by about a third in one quarter.

Transportation Supervisor Jun 2021 - Feb 2024
XPO Logistics, Greenwich, CT

- Supervised 12 dispatchers coordinating LTL and truckload shipments for retail clients, closing shipment exceptions within two hours.
- Redesigned routes for a regional delivery network and reduced empty miles by 9%, which also lowered fuel use per delivery.
- Negotiated accessorial charges with carriers and recovered about $180,000 in disputed fees over one year of invoice audits.

Logistics Account Manager Apr 2019 - May 2021
C.H. Robinson, Eden Prairie, MN

- Managed freight for 30 shipper accounts, matching capacity with carriers and covering 97% of loads tendered to the team.
- Used rate data to advise customers on mode shifts to intermodal, which saved one client 11% on a long-haul lane.
- Resolved claims and delivery disputes quickly, helping the team retain every account through a volatile freight market.

Freight Operations Coordinator May 2017 - Mar 2019
FedEx Freight, Harrison, AR

- Planned daily linehaul and pickup routes for a service center and kept door utilization and dwell times on target each week.
- Tracked driver hours and equipment status to avoid compliance violations during the busiest weeks of the shipping year.

Dispatcher Jun 2014 - Apr 2017
Schneider, Green Bay, WI

- Dispatched 45 over-the-road drivers, balancing hours of service, customer delivery windows, and fuel stops across each day.
- Cut late pickups by 15% by adding earlier check calls and updating customers as soon as a delay appeared on the route.

CORE SKILLS

Carrier management | Route optimization | Freight cost reduction | Rate negotiation | Carrier scorecards | Truckload and LTL | Intermodal | TMS | Hours of service compliance | Claims management | Dispatch operations | KPI reporting | Excel | Team leadership

EDUCATION

B.S. in Transportation and Logistics, University of Arkansas Sam M. Walton College of Business, Fayetteville, AR

CERTIFICATIONS

Certified Transportation Professional (CTP) | Certified in Logistics, Transportation and Distribution (CLTD)