

# BRYAN CARTER

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## LOGISTICS PROFESSIONAL / PROJECT MANAGER

*Supply Chain / Transportation / Logistics / Project Management*

Operations and Logistics Manager with project management education and a record of distinguished experience leading business, logistics, and supply chain operations to drive rapid growth and achieve year-over-year improvements. Repeated success leading continuous improvement initiatives, leveraging KPI and related metrics reporting to identify and resolve weaknesses. Proven talent for directing total operations, spanning administrative, financial, and service areas, to achieve profit and growth targets, regulatory compliance standards, and quality goals. Extensive experience in supply chain logistics and analysis, including the development and improvement of carrier logistics to penetrate new markets.

### *Core competencies include:*

- Leadership/Coaching
- Project Management
- Quality Management
- Cost Management
- Schedule Management
- Scope Management
- Risk Management
- Communications Management
- Stakeholder Management
- Vendor Procurement
- Contract Negotiation
- SOP/Process Design
- KPI /Metrics Analysis
- Operational Efficiency
- Public Speaking

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## PROFESSIONAL EXPERIENCE

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MEDITERRANEAN SHIPPING COMPANY, MSC (USA) INC. | Mount Pleasant, SC | 11/2016 - Present  
**VESSEL PLANNING MANAGER**

Responsible for optimizing vessel utilization and port productivity while maintaining vessel safety and compliance with International Maritime Organization regulations. Ensure vessels are planned to optimum capacity while taking into consideration the constraints of the vessels and ports through application of company standards and best practices. Manage and coordinate booking figures with port agents and communicate with stakeholders when vessels are identified as having open or over capacity. Manage partner allocations for VSA services. Ensure accuracy of information on vessel stowage files, coordinate special cargo requirements, perform calculations for breakbulk, out of gauge cargo and change of destination requests. Eliminate avoidable costs and follow up with cost assignments. Develop and maintain a strong working relationship with the vessel captains, chief officers, stevedores, liners, port operations managers and local agents, ensuring that lines of communication are clear. Escalate key reportable issues, execute constant cost analysis and KPI reporting.

### *Selected accomplishments:*

- Annual cost reduction in restows and operations by implementing innovative stowage solutions
- Significant increase in vessel capacity optimization through empty repositioning change initiatives

TOP LOGISTICS, LLC | Savannah & Atlanta, GA | 2/2013 - 10/2016  
**SOUTH ATLANTIC OPERATIONS MANAGER**

Hand-picked by previous employer, Mediterranean Shipping Company, MSC (USA) Inc., to lead the expansion of its subsidiary trucking company into the South Atlantic region. Implemented robust infrastructure and business insights by establishing Standard Operating Procedures (SOP) and designing Key Performance Indicator (KPI) reports. Directed all start-up operations, including site selection, implementation of administrative operations, and hiring/onboarding. Continued to lead, monitor, and improve total business operations, including Human Resources, performance management, budgeting and expenses, business development, DOT/FMCSA compliance, and business insights and reporting.

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*Selected accomplishments:*

- **Ensured rapid success by designing carrier logistics solutions in line with regional market needs**, based on thorough research and analysis of the SATL transportation market, including distribution markets and regional market standards.
- **Delivered 37% average volume growth** by winning new contracts and increasing capacity to accommodate additional business while sustaining quality.
- **Drove 2-year revenue growth of \$2.5M.**

MEDITERRANEAN SHIPPING COMPANY, MSC (USA), INC. | Mt. Pleasant, SC | 2/2003 - 2/2013  
**DEPUTY BRANCH MANAGER, 9/2009 - 2/2013**

Directed the operations and staff of 12 to 17 departments across customer service, commercial, operational, logistics, and financial departments. Directly supervised managers, overseeing a total staff of 100 to 150 employees. Led Human Resources strategy and operations, including recruitment/hiring/onboarding, performance management, training and development, promotions/succession planning, and disciplinary and remediation processes. Achieved year-over-year improvements in all KPIs by analyzing metrics and refining processes to leverage opportunities and resolve issues.

*MSC (USA), INC., DEPUTY OFFICE MANAGER, continued*

*Selected accomplishments:*

- **Delivered continuous improvement across 25 operational, service, and administrative departments** by creating and analyzing KPI reports to identify deficiencies and design solutions, including new SOPs and processes.
- **Eliminated 2000+ overtime hours for \$50k in annual savings** by increasing team productivity.
- **Cut local G&A costs 39%** by eliminating waste.
- **Drove improvements in employee engagement and retention** through the development and management of employee relations strategies.
- **Increased monthly revenue by \$500k** through the development and implementation of thoughtful sustainable growth strategies.

**IMPORT MANAGER, 2/2007 - 9/2009**

Managed import logistics and customer service to coordinate the import, customs clearance, and distribution/delivery of cargo through ports in Charleston, Savannah and Jacksonville and through rail ramps in Charleston, Savannah, Jacksonville, Atlanta, Charlotte, Nashville and Tampa.

*Selected accomplishments:*

- **Achieved profitability and growth targets** by delivering an exceptional customer experience, monitoring expenses, and leading collections of accounts receivables.
- **Collected \$500k in aging storage charges** to avoid charge-offs, negotiating with customers to resolve past due payments.
- **Recognized with two commendations and an award from the US Customs Area Port Director** for consistent efficiency and compliance.
- **Hand-picked by the company President and CEO** for one on one leadership and management mentoring at corporate headquarters.

### **IMPORT ASSISTANT MANAGER, 6/2005 - 2/2007**

Facilitated the management and logistics coordination of inbound cargo through multiple ports and rail ramps, ensuring the achievement of critical deadlines, costs, quality, and compliance. Worked closely with the manager to review and develop improvements, resolve issues, and build strong employee relations.

#### ***Selected accomplishments:***

- **Identified and resolved process gaps and risks** by implementing stricter controls and new SOPs.
- **Achieved quality control standards** by executing thorough tests and inspections.

### **IMPORT CUSTOMER SERVICE REPRESENTATIVE, 2/2003 - 6/2005**

Supported import customers by reviewing cargo, customs, and transportation logs to provide timely and accurate information, troubleshoot problems, and advise customers. Liaised with Port Authorities, US Customs, and other regulatory agencies on behalf of customers to gather information and resolve logistics, import, and related problems.

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### **EDUCATION**

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#### **Bachelor of Professional Studies - Project Management Concentration**

COLLEGE OF CHARLESTON, Charleston, SC

December, 2020

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### **ADDITIONAL DETAILS**

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