

Shauna Ussery

McDonough, GA | <https://www.linkedin.com/in/shauna-ussery-7a872410>

IMPORT/ EXPORT COORDINATOR/ MANAGER

Specialized in: Customized Solutions, Logistics Planning, and Client Relationship Management

Detail-oriented, engaged leader with experience directing supply chain management and import/export logistics including client relationship management, training facilitation, and creating customized solutions. Collaborative communicator demonstrating ability to partner with cross-functional teams, key stakeholders, and clients to align priorities and achieve mutual goals. Analytical professional skilled in leveraging data to adapt strategy and capitalize on best practices. *EXPORTFILE, MICROSOFT OFFICE*

Supply Chain Management | Logistics Planning | Training Facilitation | Revenue Generation | Consultative & Solution Selling
Problem Solving | Client Relationship Management | Cross-Functional Collaboration | Contract Negotiation

Professional Experience

VP of Transportation – Norse Freight Forwarding, LLC | Fayetteville, GA Jan. 2014 - Present

Direct import/export logistics including preparation of export documentation, shipment accuracy, logistics planning, client relationship management, cost control, and complex issue resolution.

- Coordinate with global suppliers and international freight forwarders to expedite import shipments ensuring on-time delivery.
- Liaise with internal and external clients to advance organizational goals and meet client fulfillment expectations.
- Demonstrate meticulous attention to detail in the issuance of international shipping documents and retaining records aligned with regulatory compliance.
- Provide comprehensive client support by obtaining and confirming shipment information, sharing shipment updates, and proactively resolving issues.

Account Manager – Worldwide Express | Fayetteville, GA, 2013 - 2014

Spearheaded account management efforts for a portfolio of 100+ clients valued at \$5.2M annually including revenue generation, price negotiation, customer relationship management, project management, strategic partnerships, customized solutions, project management, and client training.

- Identified and won new LTL, FTL, International Ocean, and small pack business in direct competition with FedEx and major couriers building a new revenue stream of \$1.25M, tripling the annual target.
- Developed and leveraged strong client relationships by acting as a consultant for logistical needs, customizing solutions, and recommending the most efficient transport method building trust and loyalty.
- Facilitated training for customers and team members focused on project management and tracking systems.

Account Executive – Pilot Air Freight | Fayetteville, GA, 2012 - 2013

Led account activities including sales of domestic air, LTL, FTL, international air and ocean, warehousing, and supply chain.

- Owned a portfolio of 25+ clients by generating leads through cold-calling and referrals.
- Conducted analysis to identify, grow, and maintained untapped markets and closed the largest warehouse deal in the Atlanta Station's history.
- Produced sales reports, itineraries, and forecasts.

Additional experience includes Regional Area Manager with Corporate Traffic, Account Executive with Unigroup, Inc., Account Executive with Superior Freight, and Account Manager/Sales Manager with Allstates World Cargo.

Education, Professional Development & Affiliations

Degrees– Some college – Grand Canyon University

Certifications – Certified as a Life Coach through Life Mastery Institute

Affiliations – Volunteer & Mentor for Wellspring Living