**MICHAEL J. HINZ**

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**SUMMARY**

A caring, performance-driven business leader with domestic and international experience. Deep knowledge in transportation and logistics, contracting and negotiations, financial and KPI management, safety and compliance, sales and pricing, employee training and development, and mergers & acquisitions. Proven aptitude in leading cross-functional teams, communicating with clients and all levels of management, and creating processes to improve operational performance. A perceptive, values-based, humble leader who possess the ability to build consensus, inspire teams, complete complex projects, while enhancing productivity and managing risks. All culminating in consistently delivering not only excellent financial results but a thriving, positive culture.

**EXPERIENCE**

CONTRACT FREIGHTER, INC., Joplin, Missouri

**Senior Vice President** **of Sales and Operations**, 2017 to Present

Providing constructive leadership and direction to keep improving our business every day. Guide and serve 2300 drivers and supporting staff. Helped in the turnaround of an iconic yet financially struggling company. Through grass-roots leadership and progressive management, CFI improved from an unprofitable carrier to among the best performing in our carrier class. Safety performance and culture thrived. Our leadership bench strength and overall execution focus was greatly enhanced. We executed 3 acquisitions and 1 merger, growing the company significantly over a 4-year period while OR steadily improved.

* Accountable for Operating Divisions KPI Performance and Financial Results (Dry Van, Temp-Control, US Logistics)
* Safety, Training, Compliance, Claims, Corp Administration, Contracting and Legal Depts
* Mexico Logistics Operations (CFI Logistica), all Mergers & Acquisitions

ROEHL TRANSPORT, INC., Marshfield, Wisconsin

**President, Van Group,** 2013-2017

Achieved business objectives, grew business profitability. Led three divisions, including van system, dedicated, and refrigerated, comprised of 1,500 drivers and 200 office personnel. Oversaw safety, equipment, driver capacity, non-driver staffing, sales, pricing, customer service, and overall operational execution. Set course for teams and created constructive and high-energy work environment. Developed cohesive long-term strategies for future execution and worked with counterparts in supporting overall goals and objectives.

* Launched six regional fleets and developed three new metro fleets in Dallas/Ft. Worth, Chicago, and Atlanta.
* Instituted freight network discipline, revenue diversification, and customer segmentation practices to concentrate on driver time usage and billed miles per driver.
* Created methods to harvest overlooked margin opportunities including refer runtime and trailer/driver detention, billing many thousands of extra dollars in revenue.
* Improved driver turnover loss rate (2600 bps) by creating culture of accountability and consistent engagement.
* Improved truck level productivity in miles/week by 3%, safety results 5.2/MM to 4.8/MM, rate/total mile up 5 cents YoY and revenue/truck/week went up each year, total gains of $500 per week.
* Built highly competitive, competent, and motivated leadership team.
* Grew top-line revenue every year for four years straight by 3%, 4%, 1%, and 5%.
* Implemented numerous technology upgrades and tools including Trailer Tracks, Incab Cameras, and mobile phone app.

SCHNEIDER NATIONAL INC., Green Bay, Wisconsin

**Vice President of Driver Recruiting and Compensation,** 2008-2013

Oversaw transition away from company-operated training academies (high cost) to hiring and training only existing CDL holders. Developed and implemented recruiting center of excellence ensuring only highly qualified drivers progressed through to hire. Balanced challenging quality and quantity mantra for bringing on the right driver for the right job. Managed cost per hire closely to achieve approximately 20% reduction in cost. Worked closely with operations and executive leadership teams to simplify and educate how driver pay packages worked and motivated drivers. Spearheaded critical assessments in areas to save pay dollars and redirected to provide greater ROI and improved driver retention.

* Led development of recruiting processes and practices, which were far-reaching and effective for constantly delivering drivers.
* Dozens of account start-ups, existing fleet fulfillments, and organizing 200+ drivers for the North Dakota Oilfield business.
* Implemented companywide driver pay freeze then thaw during down and up cycles.
* Organized first-ever driver pay-for-performance approach for driver compensation and rate of pay increases/decreases.
* Developed driver pay analytics reporting and management reviews.

**General Manager, Global Sales,** 2006-2008

Responsible for all commercial and customer service activities, revenue growth, earnings growth, and customer service performance for several Fortune 100 customers, meeting/exceeding their transportation and supply chain needs.

* Led the financial turnaround and growth from bottom performers to success stories.
* Hosted several international events (Mexico, Canada, and China) to demonstrate company’s full suite for capabilities.
* Engaged with customers to deeply understand their supply chain needs to grow a greater share of transportation budget.
* Created focus on capabilities by mode of transportation and drove profitability. Total book of business at approximately $100,000,000.

**Director of Customer Service, Van Division** 2004-2006

Accountable for a large team (200) of customer service associates and ability to meet both the customers’ need for capacity and on-time service, and the internal need for freight volume, efficient order acceptance, driver dispatch operations, and overall customer revenue production.

* Engaged and aligned with sales to maximize promises made to the customer and harvest the hard-won opportunities to the fullest.
* Improved overall OTM service by 150 basis points through instituting process improvements and individual leader coaching and training.
* Implemented Customer Relationship Management (CRM) technology across customer service department.
* Led teams “nose for the money” activities to properly offer customer solutions in a win-win approach.

**Director of Operations, Tanker Division,** 2002-2004

Responsible for nearly 1000 tanker drivers, operational support staff of 125 and six terminal facilities. Led execution of company’s safety, training, and service efforts. All made material improvement during time there.

* Spearheaded efforts to shed unneeded costs, increased division productivity and facilitated driver growth by improving retention by 300 bps, and worked closely with recruiting department to find enhanced selling methods for tanker drivers.
* Led Hurricane Katrina emergency diesel fuel distribution assistance efforts, recognized by FEMA for instrumental service.
* Implemented the TMW technology suite for operational execution.
* Led efforts to improve daily operational excellence and consolidate facilities as needed.

**Senior Operations Manager, Dedicated Division** 2000-2002

Responsible for over 50 dedicated accounts (large and small), 2,200 drivers. Led a massive turnaround in profitability of the existing dedicated book of business, hosted numerous team conference calls and site visits to drill into operational details, equipment usage, billing opportunities, contract enhancements, and cost opportunities. Developed a tightly managed schedule of regular account reviews, with accompanying KPI scorecards, with key leaders from across the company so progress was maintained, and tough decisions made.

**Various High Tempo Operations Management Roles**, 1995-2000

**MILITARY EXPERIENCE**

UNITED STATES ARMY, **Active Army,** 1986-1995; **Army Reserve,** 1995-2008. Led large groups in accomplishment of assigned missions. Led civil affairs, fire support, cannon artillery, and soldier training units. Retired as a Lieutenant Colonel. Highly trained soldier and leader. Assigned to elite units in national security missions. Top Secret security clearance. Operated in peace and wartime environments. Led and trained soldiers and leaders in accomplishing missions safely and effectively. Served in numerous places around the world (Middle East, Europe, Asia) and throughout the United States. Directed transition and merger of two large training organizations into one. Achieved 100% in unit readiness and 92% soldier qualifications within one year in higher command audit. Wrote and implemented Brigades Yearly Training Guidance. Prepared soldiers for deployment in operations in support of war on terror. Organized and executed multiple high-intensity and demanding real-time combat operations and led peace-time training and readiness activities for units mobilizing.

**Professional development**

Pacific Institute Facilitator, 2004

GE Change Acceleration Process Facilitator, 2003

**EDUCATION & CERTIFICATION**

B.A., Northern Michigan University, Major: Criminal Justice, Minor: Military Science 1986

A.A., Northeast Wisconsin Technical College, Major: Police Science 1984

APICS Supply Chain Professional Course*,* 2007

United States Army, Command and General Staff College USA, 2005

United States Army Ranger, Airborne, Air Assault, Nuclear Bio, Logistics, Emergency Response Schools