

Frank J. Henry
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Professional Highlights:

Developed transportation systems for ClearFreight, Inc. in target markets across the central USA.

Managed transportation, warehousing and customer service for international and domestic clients in a multi-cultural environment.

Trained regional personnel in compliance, documentation and software utilization.

Established mid-western import/export gateway and client pricing procedures.

Contributed over \$350,000 in annual personal sales.

Redesigned vendor and carrier purchasing systems, negotiating 12 % annual cost savings.

Expanded discretionary orders 8 % through innovative customer service strategy.

Increased branch profits nine-fold in eight years.

Chronology:

April 2000 to June 2009
Chicago, Illinois

ClearFreight, Inc.
Export Manager

1997 to 2000
Chicago, Illinois

Associated Global Systems
Regional International Manager

1991 to 1996
Chicago, Illinois

Panalpina, Inc.
Airfreight Manager

1985 to 1991
Dayton, Ohio

Emery Worldwide
Manager International / Gateway Manager

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Professional Experience:

Transportation and Logistics:

Managed order entry, document processing, warehousing and transportation functions for import, export and domestic clients. Planned worldwide distribution via air, ocean and ground services. Negotiated contracts and obtained significant rate reductions from transportation and other vendors. Developed client pricing and maintained associated database. Implemented quality control program which reduced service failures by 6 per cent. Devised order entry enhancements and improved data entry formatting in conjunction with MIS personnel. Helped design, test and install bar code system for cargo tracking and automated manifesting. Set up customer parts depot at my terminal locations to warehouse replacement parts and ship on demand. Established container program, saving \$200,000 in annual shipping costs. Instituted dimensional weight and re-weigh programs, adding over 2% to transport profits.

Customer Service:

Established international customer service department to serve the particular needs of exporters and importers while providing additional sources of leads and support for sales personnel. Increased discretionary customer orders 8% through extraordinary customer service. Set up special accounts function to furnish customized services and reporting for top local accounts.

Training and Development:

Authored operations manual for export processing. Established import procedures for Hub operations in Dayton and trained entire department. Guided personnel system-wide in international documentation, processing letters of credit and compliance issues. Coached sales force on international commerce and finance. Promoted cross-training programs to increase productivity. Produced standard work unit guidelines for both warehouse and clerical associates.

Project Management:

Inaugurated international Hub transportation operations. Hired and qualified all import and export personnel. Helped develop material handling systems and procedures. Worked with CBP to evolve regulations governing "Courier Hub" operations. Consulted on hub start-up at Maastricht, Netherlands and Manchester, England. Assisted in developing procedures manuals in conjunction with ISO certification.

Administration:

Maintained departmental schedule and staffing to insure meeting service standards while maximizing productivity. Trained and developed staff and created more meaningful performance evaluations. Set and administered budgets and provided statistical reporting. P&L responsibility.

Education:

Bachelor of Science degree in Management from the University of Illinois. Continuing coursework and seminars in: Production Management, Operations Management, Management Development,, Employee Relations, Negotiations and Conflict Resolution. Current certification for Dangerous Goods by Air.
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