

NEVIANA BOIANOVA

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EMPLOYMENT EXPERIENCE

05/07 – 08/09 Area Cargo Sales Representative – SAS Cargo North America

Managing sales of SAS Cargo's products and services in the Central Area of the USA – IL, IN, MI, MO, OH, WI. My duties, responsibilities and abilities include:

- manage an existing portfolio of 150+ accounts,
- accurately forecast volume/revenue developments,
- maintain minimum of 17 quality sales visits/calls weekly,
- deliver quality service to the customers, keep excellent relationship with customers,
- use SAS Cargo programs Sirius and Helios to keep track of accounts, calls, bookings, forecasts, etc.
- strong knowledge of the Air cargo industry,
- strong selling and negotiation skills with an emphasis on closing the sales transaction,
- effective time management and prioritization ability; ability to work independently and to be a team player; ability to work with time deadlines,
- computer knowledge - use of Microsoft Office,
- good communication skills,
- significant travel including overnight stays – IND, CLE, CVG, MCI, DTW, STL.

04/05-05/07 Air Export Special Accounts and Customer Service Agent - DHL Global Forwarding

07/04-04/05 Air Export Strategic Accounts Agent - Exel Global Logistics

As an agent at the above freight forwarding companies I was coordinating outbound air export shipments as related activities to their final destination by performing the following duties:

- preparing export documents, including entry into company's systems in accordance to country requirements- processing House Air Way Bills, Certificates of Origin, Wood Certificates; invoicing, breaking down and filing away documents,
- timely completion of export documents and coordination with the Gate Way and warehouse for timely delivery to carrier
- delivering service to the customers - sending and answering their e-mails, sending pre-alerts to overseas offices and customers, taking phone calls and arranging freight pick up and delivery
- performing TSA and AES requirements
- processing Hazardous Materials shipments. I was DG certified.
- preparing daily and monthly reports
- keeping customer profiles accurate and updated
- calculation transportation charges on international airfreight shipments, preparing quotes for the shippers based on airlines rates

09/02-07/04 Clerical Operations – Alliance Air, export department-ORD

- allocation the cargo on the pallets into the cargo systems of different airlines -

Scandinavian Airlines, LOT Polish, Turkish Airlines and Air New Zealand
-acknowledged with different aircrafts and ULD's capacity, also with airport codes and world geography
- entered AWB information, making cargo bookings, tracing, sending messages;
-multi-line phone, copy, fax, and other standard office equipment operations;
-in sales, customer service, routing;
-checked Dangerous Goods
-prepared all the documentation /General Declaration, Customs Declaration, Notification to the Captain, est. /, necessary for the proper flight.

06/99-09/02 Self Employed – Truck Owner-Operator – Chicago, IL

-contracted to Watkins Motor Lines, Inc
-observed the Federal Motor Carrier and DOT Regulations;
-implemented the company requirements;
-operated heavy duty trucks, long line hauling coast-to-coast;
-acquainted with the US geography.

07/91-04/99 - Delta LTD- Sofia, Bulgaria

08/95-04/99 Logistics Assistant,

-coordinated the transportation, shipping and receiving with the trucking companies and the business partners;
-prepared programs and budgets, inspected payments and commercial documents.

05/93-08/95 Import-Export Organizer

-freight forwarding, customer service;
-developed and maintained business contacts for importing and exporting different products.

07/91-05/93 Dispatcher

-controlled and inspected truck drivers, schedules;
-consolidated freights, booked trucks and freights, prepared trip sheets and paper works, assigned drivers and vehicles to convey freights.

EDUCATION

09/86-06/91 State Management Academy – Moscow, Russia

Major in Organization of Transport Management.

Accredited American Bachelor of Science in Business Administration Degree with emphasis on Transport Management.