

Anja Zimmermann

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Summary

A highly-efficient, well-organized Supply Chain professional with extensive experience in transportation, logistics, administration, purchasing, order management, billing, credit and customer service. Born and raised in Germany, Anja is fluent in German and English.

PROFESSIONAL EXPERIENCE

Haering Logistic, Remscheid Germany

(1992-2005)

- Customer care management for transportation and special logistic problems
- Billing and credit management and bill processing
- Monthly reporting (inventory and statistics)
- Management of supply chain with customer and partners
- Teaching and support for driver staff and partners
- Buying and selling goods
- Order confirmation and completion of international shipments
- International partners and customers management
- Team management – four direct
- Apprenticeship in Transport and Logistic

Paki Logistics, Ennepetal Germany

(2006-2016)

- Customer and partnership relation management by providing advice and service
- Support of sales manager
- Customer acquisition
- Calculation and creating of offers
- Manage pricing
- Innovation of business processes
- Complaint management
- Market and competitor analysis
- Management of customer accounts
- Weekly and monthly reporting for management
- Professional service and complaint management by phone
- Professional service damage and complaint management and conclusion with insurance company
- Workshop for service and quality management
- General office management

Duke/Raleigh Hospital, Raleigh, NC

(2016-)

Working as a Volunteer

- Data Entry
- Plan and schedule appointments and events
- Perform all other office tasks
- Prepare meetings
- Managing calendars

Training/Seminars

- Professional service and complaint management by phone
- Professional service damage and complaint management and conclusion with insurance company
- Workshop for service and quality management
- Microsoft Office (Excel/Word/PowerPoint)

Education

- College diploma in business
- Bachelor transportation and logistics management
- High-school diploma in business school (Fachabitur in Germany)