

# RICHARD F. WASHINGTON

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**OBJECTIVE:** Seeking a position of leadership and challenge within the corporate world

## HIGHLIGHTS OF QUALIFICATIONS

- ♦ Three years experience in the transportation logistics field with Atlantic United Corporation
- ♦ Demonstrated leadership and supervisory skills; consistently selected as leader among peers as well as superiors
- ♦ Problem solving and analytical skills; ability to work under pressure and unsupervised

## EDUCATION

TWELVE COLLEGE, *Bachelor of Arts in English, 2002*

Twelve Hills, FL

DUNLAP ACADEMY, *High School Diploma, 1998*

Saint Paul, MN

## PREVIOUS WORK EXPERIENCE

ATLANTIC UNITED CORPORATION

April, MN

Senior Account Manager

2004 – 2007

- ♦ Worked within Atlantic United Technologies Department in railcar tracking
- ♦ Managed the accounts of eleven ShipmentSight customers, including: General Machines, Columbian Chemistry, Eka Chemistry, C.H. Roberts, Quaker Meal, Progressive Railways, and National Paper
- ♦ Was responsible for account services of each customer, ranging from start-up processes with new customers, setting trip schedules, exception identification, providing status updates to customers on cars
- ♦ Increased revenues & profitability by ensuring customer requirements were met while up-selling where appropriate; upheld constant focus on integrating our business with that of our customers
- ♦ Served as a primary interface with customers on a daily basis, resolved issues and handled requests for changes
- ♦ Frequently traveled to visit customers on-site; conducted report audits while offering consulting services
- ♦ Managed team of five Logistics Analysts in April headquarters; monitored quality of daily work performed by ShipmentSight Logistic Analysts

DUNLAP ACADEMY

William Heights, MN

Long-Term Substitute Teacher

2003

- ♦ Taught students from 7th-12th grade a variety of subjects from History to Science to Math
- ♦ Completed final six weeks of spring semester for an English teacher who took maternity leave
- ♦ Volunteered personal time before and after school helping students to prepare for final exams

WELLS NEARGO BANK

Minneapolis, MN

Investment Operations Customer Service Associate

2001 – 2002

- ♦ Monitored and adjusted numerous Wells Neargo accounts via Excel spreadsheets, e-mail, and telephone
- ♦ Routinely contacted external customers and bank branches to verify transaction amounts
- ♦ Met hourly deadlines on each particular account

## HONORS AND AWARDS

- ♦ Twice recognized on the Patriot League Student-Athlete Honor Roll at Twelve College (2001 and 2002)
- ♦ Voted Team Basketball Captain by fellow teammates/coaches- Senior season at both Twelve College (2002) and Dunlap Academy (1998)
- ♦ Four-year letter winner in Varsity Basketball at Twelve College (1998 – 2002)

## ACTIVITIES AND COMMUNITY INVOLVEMENT

- ♦ Volunteer at South April Kindergarten Round-Up (2007); Volunteer Teacher's Aide - St. Paul North End Elementary (2003), St. Paul Eastern Heights Elementary (2007)
- ♦ Member of Atlantic United's Latino Employee Network (2006-07); Co-Chair of Networking Committee (2007)
- ♦ Volunteer at Easton (PA) area grade schools with "Read Across America" program (1998-2002)