

CHUKWUEBUKA UGWUMBA

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Remote-Ready | Open to Relocation | Global Operations & Compliance Experience

PROFESSIONAL SUMMARY

Logistics Operations and Customer Support Specialist with over 5 years of remote experience managing truck dispatching and client tracking pipelines for North American transport networks. Proven track record of managing end-to-end supply chain dispatch networks while serving as a senior point of contact for tier-2 customer support escalations. Highly adept at optimizing database systems, training remote workflows, tracking SLAs, and executing real-time incident resolution under pressure.

KEY CAREER ACHIEVEMENTS

- **99.8% Data Integrity Rate:** Processed hundreds of incoming freight manifest work orders and customer tracking entries daily across corporate database networks without logging processing errors.
- **15% Operational Downtime Reduction:** Engineered proactive over-the-road driver dispatch schedules and multi-provincial transit routings using live location tracking systems.
- **250+ Weekly Client Tracking Updates:** Managed large-scale corporate email streams and carrier portals to provide real-time transit status, update ETAs, and confirm deliveries, maintaining a 100% client satisfaction score.

WORK EXPERIENCE

CARGO COUNTY GROUP CANADA

Bolton, ON

Operations & Customer Support Specialist (Remote)

April 2023 - Present

- Dispatched and scheduled over-the-road linehaul drivers across multi-provincial routes, tracking transit milestones via Samsara to guarantee high on-time delivery percentages.
- Managed active highway asset breakdowns as the key dispatcher, coordinating immediately with the Operations Manager to route units for maintenance and minimize downtime.
- Enforced rigorous regulatory safety reporting, directly escalating critical accident scenes or law enforcement interactions to the Safety Department to safeguard compliance ratings.
- Processed billing manifests and shipment logs into E2open and Manhattan TMS with a 99.8% accurate entry rate.
- Scheduled and optimized 50+ weekly pickup and delivery appointments via platforms including Opendock, FourKites, C3 Portals, and CWTraffic for Costco, reducing terminal detention times by 15%.
- Utilized web portals, email workflows, and phone networks to eliminate terminal detention fees, successfully saving an average of 4+ hours in driver waiting times per load.
- Resolved 25+ weekly Tier-2 escalations and data bottlenecks, reducing client churn risk and maintaining 97% SLA compliance.

PJ TRUCKINGS USA

Lodi, CA

Customer Support & Logistics Coordinator (Remote)

January 2021 - January 2023

- Directed remote employee onboarding systems, improving team ramp-up efficiency and workflow consistency across the customer care and tracking team.
- Acted as the primary corporate escalation point, managing high-level client service disputes, account bottlenecks, and operational linehaul challenges via omnichannel communications.

- Monitored 100+ trailer assets via Coretex iBright, improving overall shipment visibility and reducing cross-border delivery delays by 15%.
- Coordinated 50+ weekly shipments between shippers and carriers using digital load boards, improving load match efficiency by 20%.

EDUCATION

- **Master of Business Administration (M.B.A.) – Marketing & Human Resource Management** | IKG Punjab Technical University (2022 – 2024)
- **Bachelor of Business Administration (B.B.A.)** | IKG Punjab Technical University (2017 – 2020)

PROFESSIONAL SKILLS

Customer Support & Service Systems

Tier-2 Escalations • SLA Tracking • Client Retention • Order Entering • Order Tracking Pipelines • Phone & Email Handling

Operations & Fleet Management

Route Planning • Driver Dispatching • Breakdown Coordination • Incident Response • Appointment Scheduling • Trailer Tracking

Technical Platforms & Systems

Samsara Fleet Tracking • FourKites • Coretex iBright • E2open TMS • Manhattan TMS • Opendock • C3 Portal • CWTraffic

Compliance & Frameworks

DOT Standards • NSC Framework • Driver Qualifications • Safety Logs • CSA Overview • Electronic Logging Systems