

Michele Manning - Holden

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About Me I am an enthusiastic problem solver with superior communication and coordination skills. Qualified, professional, logistical coordinator with over 9 years of experience in handling customer relations and managing teams, workload, and organization of assets.
Professionally known for successfully leading and executing diverse project tasks.

Education **Bachelor of Business Administration in Logistics and Intermodal Transportation and Marketing**
Georgia Southern University, Statesboro, Georgia
Master of Business Administration
University of West Georgia

Work Experience

Pine Point MARKETING, expanded to Tampa, Fl **November 2022- Current**
Corporate Trainer

- Possess solid communication and interpersonal skills; Help our clients improve their Brand Awareness and Brand Management through Events; In-Store Promotions; door to door, and Business to Business sales
- Train new hire employees on Standard and Habits, In-house systems and Standard Operating procedures
- Effectively communicate with team regarding daily and weekly goals; host successful events/ business trips
- Possess a student mentality, actively staying up to date with market trends and industry best practices
- Efficiently and effectively multitasking, performing under pressure and addressing challenges as they may arise

Pine Point MARKETING, Atlanta, Ga **September 2022- October 2022**
Account Executive

- Memorize scripts verbatim; Developed and maintained a knowledge base of evolving campaigns, products, services, and in-house systems.
- Displayed the ability to work independently and collaboratively, exuding enough high energy to speak to at least 80 people daily
- Sourced market areas/ territories to organize presentations of sales information via face to face consumer interaction to qualify customers; generate sales and/or Brand awareness

SELF EMPLOYED, Atlanta, Ga **July 2020- Current**
Branding Consultant/ AIRBNB Super HOST/ CoHOST

- Established and manage in state and out of state Airbnb's; received Super Host status for exceptional service in hospitality and customer relations
- Works with start-up businesses to develop or rework their current marketing materials, creative content, online engagement, customer experience, and provides fitting solutions to improve business performance
- Brands: Buckhead Chiropractic Group; Evolution of She; Dr. Kisha Braithwaite Holden (Author)

IN- HOME CARETAKER, Atlanta, Ga **August 2019 – October 2021**

- Responsible for Patient's receipt of medicine, meals and personal care on a timely, daily schedule.
- Oversaw patient's appointments, along with getting them to and from their appointments promptly.

J.B.Hunt, Atlanta, Ga **March 2016 – Aug 2019**
Intermodal Logistics Coordinator

- Responsible for the route movement of approx. 350 regional drivers
- Over seen their daily and next day load assignments, within compliance of their DOT regulations, current location, home location, and the overall load fulfillment from Rail terminal to Receiver and/or shipper to Rail terminal.
- Coordinated approximately 700 loads weekly whilst minimizing empty miles, allocating equipment capacity and maximizing stops to reduce costs

- Communicated promptly with account managers and/or customers to resolve any service issues and provide freight insight while offering customer valued solutions
- Managed the availability of freight and equipment/assets in certain market areas according to capacity, customer's needs/requirements, driver's needs and the needs of overall operations

J.B.Hunt, Atlanta, Ga

October 2014 – March 2016

Intermodal Fleet Manager

- Directed and supervised a fleet of approx. 35 drivers; Increased individual driver productivity through coaching dispatching, tracking, and managing of driver's workload (Regional Fleet avg weekly miles 1500; my fleet approx. 1800 miles)
- Established driver relationships and retention by focusing on driver's needs, motivating the driver, overseeing training and development, and leading through example
- Ensured all Drivers were DOT certified; scheduled physicals, Issued Random Drug Testing, managed Return to Work paperwork, Paid Time Off, and driver's usage of hours
- Processed driver payroll
- Promoted a Safety-First culture via incident and accident reviews; discovered root causes of incidents/ accident; provided training and/ or coaching of more effective safety habits

J.B.Hunt, Lowell, Arkansas

August 2013 – October 2014

RISE Program - Carrier Sales Coordinator: Freight Broker

- Averaged approximately 50 calls a day to secure truck carrier capacity
- Established carrier relationships and increase individual carrier productivity
- Serviced the customer by proactively providing insight of the freight's location and any foreseeable issues/ concerns
- Cultivated positive relationships with various customers to better manage inbound/ outbound freight with on-site personnel
- Worked in teams to complete various seasonal projects, secured, managed and scheduled future capacity for i.e. Back to School stocking for Walmart, Target, Sonoco Peak; Best Buy Peak and Produce season

Campus Special, Statesboro, Georgia

January 2013- May 2013

Intern

- Initiated and monitored many different social media network platforms
- Presented weekly reports of interaction between campus special, its social network audience and its in-town business affiliates

Technical Skills

- Tableau
- Microsoft Office (Word/Excel/PowerPoint/Access/Project)
- Point Of Sale System
- Streaming Media

Affiliation

Delta Sigma Pi International Business Fraternity

Fall 2011

- Organized two End of Year Banquets for 60+ Adults

Aspire to Inspire non profit Organization Volunteer

2017- Present