
DIAMOND HEALY

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PROFESSIONAL SUMMARY

LOGISTICS, HR ASSISTANT, AND CONSUMER SUPPORT PROFESSIONAL SKILLS & ABILITIES

More than 5 years of coordinating shipments, collaborating with different carriers, and managing customer needs. Meticulous, resilient, and flexible in handling diverse issues. Well-qualified and proficient in handling complex customer issues and promoting positive experiences. Efficiency-driven and organized with team-oriented mentality and dedication to customer satisfaction, business goals and service excellence.

SKILLS

- Administrative support
- Shipment management
- Customer relations
- Recordkeeping

WORK HISTORY

Claims Associate, 04/2023 - Current

Flexport – Atlanta, GA

- Worked productively in fast-moving work environment to process large volumes of claims.
- Updated claims system to track claim status and provide relevant information to other department.
- Followed up with customers on unresolved issues.
- Analyzed and addressed escalated claims to resolve issues quickly.
- Examined reports, accounts, and evidence to determine integrity and accuracy of information.
- Developed in-depth understanding of insurance policies and procedures to give accurate recommendations to suit clients' needs.

Executive Assistant, 01/2020 - 03/2023

D'STINCTIVE APPROACH

- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material
- Open, read, route, and distribute incoming mail or other materials and answer routine letters
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions
- Schedule and confirm appointments for clients, customers, or supervisors

- Manage projects or contribute to committee or team work.

Customs Operations Associate, 07/2022 - 01/2023

Flexport

- Closed operational gaps swiftly, identifying problems and implementing corrective actions to minimize impacts.
- Maintained continuity of team operations by quickly addressing and resolving various issues each day.
- Achieved deadlines for rush orders coming through direct order entry, e-mails, or change coordination processes.
- Complied with export and import laws, preventing costly errors and delays.
- Processed documentation efficiently, accurately handling invoices, cargo paperwork and certificates of origin.

Case Management Associate, 08/2021 - 02/2022

THE HOME DEPOT

- Escalations that require immediate attention and resolution via email
- Apply understanding of the 3 sides of escalation (Customer, Store, and Delivery Crew)
- Handle more than 50 tickets a shift.

CRC and TECH SUPPORT SPECIALIST, 12/2020 - 08/2021

Amazon

- Remote
- Provided technical assistance and support to resolve user inquiries regarding computer software or hardware operation
- Read technical manuals and conducted computer diagnostics with users.
- Administered cost-effective, well-structured benefits to employees, setting up contracts and managing paperwork.
- Interpreted and explained human resources policies, standards and regulations.
- Organized employee records consistently, staying compliant with internal and government requirements.
- Delivered fast and friendly service to handle questions and service complaints.

Logistics Coordinator, 10/2017 - 04/2021

SYFAN LOGISTICS

- Provided over road support to 50+ drivers, organized and maintained electronic documentation supporting delivery execution, transportation methods and customer obligations
- Instructed and coordinated timely pickups and deliveries with drivers, partner carriers, and customers
- Monitored driver daily logs for errors or violations; monitored drivers in relation to their remaining hours of service and equipment

- Ensured accurate tracking of shipping and billing data
- Recognized highly by managers and staff.

EDUCATION

High School Diploma

CANON MCMILLAN HIGH SCHOOL - CANONSBURG, PA

CERTIFICATIONS

- Licensed Property and Casualty Insurance Agent -2023