JASMINE ORTIZ

IMPORT COORDINATOR

CONTACT

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Memphis, TN

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SKILLS

- Import Documentation
- Customs Clearance
- Purchase Orders
- Incoterms
- HTS Classification
- Freight Forwarders
- Excel
- Word
- Microsoft Office Suite
- Attention to Detail

EDUCATION

Associate of Applied Science

05/2023

Southwest Tennessee Community College

Memphis, TN

Logistics and Supply Chain Management

CERTIFICATES

Microsoft Office Specialist: Excel Associate

2024

Microsoft

SUMMARY

Import coordinator with 3 years in freight and import logistics, now tracking 40 inbound containers a week for a Memphis home goods importer. Sends import documentation to the broker ahead of arrival, matches purchase orders to supplier invoices, and uses Excel, Word and the rest of the Microsoft Office Suite daily.

EXPERIENCE

Import Coordinator 03/2025 - Present

Delta Home Goods Distributors Memphis, TN

Home goods importer bringing in 900 containers a year from Asia.

- Track **40** inbound containers a week from booking to warehouse delivery in Excel.
- Send import documentation and HTS classification data to the broker 5 days ahead, speeding customs clearance.
- Verify purchase orders against supplier invoices and packing lists for 25 factories in China and Vietnam.
- Arrange drayage with 3 truckers and freight forwarders, cutting demurrage charges by 30% in 2025.

Customer Service Representative 06/2023 - 02/2025

Bluff City Freight Lines Memphis, TN

LTL carrier with 12 terminals across the Southeast.

- Answered **60** shipper calls a day about pickups, delivery times and freight claims.
- Entered 120 bills of lading a day into the dispatch system with 99% accuracy.
- Compiled weekly claim reports in Word and Excel for the terminal manager.
- Resolved 15 billing disputes a week by matching invoices to rate quotes and Incoterms.