Olivia Hart

Transportation Coordinator

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Summary

Transportation Coordinator with 1 year scheduling truckload and LTL shipments for a pet food manufacturer, after a freight brokerage internship. Books carriers, tracks loads in the TMS, and uses Microsoft Office, including Excel, Word and Outlook, to keep customers and plant teams updated, with 97% of loads picked up on time.

Experience

08/2025 - Present
Kansas City, MO

Transportation Coordinator

Heartland Pet Nutrition

Coordinate outbound freight from 2 plants to retail and wholesale customers across the Midwest.

- Scheduled **220** truckloads and LTL shipments a month, keeping on-time pickup at 97% across 2 plants.
- Tendered loads to 15 contract carriers in the TMS and covered 30+ spot loads a month at budget rates.
- Answered customer service calls and emails on delivery times, resolving 90% of questions the same day.
- Tracked detention and accessorial charges in Excel, cutting monthly detention costs by $6,500 since spring.

05/2024 - 08/2024
Kansas City, MO

Logistics Intern

Missouri River Freight Brokers

Summer internship on the carrier procurement team of a freight brokerage.

- Vetted 25+ carriers a day for insurance and operating authority, adding 60 new carriers to the network.
- Compared spot rates on 40 Midwest lanes in Excel and shared weekly summaries with 2 senior brokers on the team.
- Updated 300+ carrier files in Word and the TMS, with no missing documents found at the end-of-summer audit.
- Prepared a PowerPoint review of late-delivery causes that led the team to drop 3 low-scoring carriers.

Skills

- TMS
- Carrier Scheduling
- Excel
- Word
- Outlook
- PowerPoint
- Microsoft Office
- Customer Service
- Organizational Skills
- Decision Making

Education

05/2025
Kansas City, MO

Bachelor of Business Administration

University of Missouri-Kansas City
Supply Chain Management

Certificates

03/2025

Certified Logistics Associate (CLA)

Manufacturing Skill Standards Council