

Jett Wheeler

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SUMMARY

Strategic account executive with more than six years of client facing experience across international logistics, freight forwarding, and complex **supply chain** services. Manages **multi modal** books of business covering **ocean**, air, **trucking**, and customs while balancing revenue growth, retention, service quality, and regulatory compliance. Leads RFPs, renewals, QBRs, and MBRs with practical recommendations grounded in trade lane performance, market conditions, pricing constraints, and operational risk. Coordinates operations, pricing, procurement, product, and sales partners on demanding customer solutions. Builds repeatable playbooks, documents decisions, and coaches junior account executives through discovery, account planning, onboarding, and high stakes client conversations. Brings independent judgment, commercial focus, and a clear service mindset to complex accounts, helping organizations improve supply chain performance and long term customer value.

EXPERIENCE

Senior Account Executive, Global Logistics

July 2023 - Present

BlueWave Logistics Partners

Long Beach, California

Owns complex multi modal accounts across international logistics, coordinating growth planning, service requirements, compliance decisions, and specialist support. Coaches peers through account reviews while converting lessons learned into practical workflows and client guidance.

- Mapped ocean, **air**, trucking, and **customs** needs for account growth plans and clearer service scope.
- Resolved complex logistics cases through fact gathering, option review, and specialist coordination for dependable client outcomes.
- Translated trade lane conditions and operational risks into practical **recommendations** for executive customer discussions.
- Converted recurring account lessons into checklists that improved workflow consistency and **compliance** documentation.
- Coached junior account executives through case reviews, **client calls**, and repeatable account planning playbooks.
- Supported cross functional growth decisions with **operations**, pricing, procurement, product, and sales stakeholders.

Account Executive, Global Logistics

June 2020 - June 2023

Pacific Meridian Freight

Torrance, California

Managed RFPs, **renewals**, and business reviews for complex logistics accounts, connecting customer requirements with pricing, operations, compliance, and growth opportunities. Maintained clear decisions and repeatable guidance across recurring commercial work.

- Led RFP preparation by defining customer requirements, service scope, pricing inputs, and compliance considerations.
- Prepared renewal recommendations from account performance, operational constraints, **market context**, and client priorities.
- Presented QBR and MBR findings with clear next steps for service quality and account **retention**.
- Coordinated operations, **pricing**, **procurement**, product, and sales teams around complex customer solutions.
- Documented decisions and repeatable guidance, giving account teams a clearer path through recurring work.
- Supported peer development through case reviews, **coaching** conversations, and consistent professional standards.

Client Success Specialist, International Logistics

June 2018 - May 2020

Coastal Route Solutions

San Pedro, California

Supported international logistics clients through service coordination, issue resolution, compliance focused documentation, and practical recommendations. Built early **account management** experience by gathering facts, coordinating specialists, and improving recurring client workflows.

- Established client requirements for international **logistics** services using documented procedures and service expectations.
- Investigated complex client issues by gathering facts and coordinating appropriate internal specialists.
- Communicated practical recommendations that clarified next steps for customers and operational stakeholders.
- Improved recurring client workflows by turning lessons learned into accessible checklists and guidance.
- Maintained accurate records supporting sound judgment, compliance awareness, and dependable customer follow through.
- Contributed to peer learning through case reviews, coaching support, and shared service standards.

PROJECTS

Multimodal Account Growth Playbook 📅 2024

Created practical account planning guidance for ocean, air, trucking, and customs conversations, helping teams connect service requirements with growth opportunities and consistent follow through.

Client Review Operating Guide 📅 2023

Structured repeatable preparation for QBRs and MBRs, linking trade lane performance, market context, operational risks, and customer recommendations in one clear workflow.

LEADERSHIP & AWARDS

- Recognized by account leadership for dependable handling of complex multi modal customer situations.
- Selected to support peer coaching through case reviews, client call preparation, and practical playbooks.
- Trusted with recurring workflow improvements that strengthened documentation and compliance awareness.

EDUCATION

Bachelor of Science in Business Administration, Supply Chain Management
California State University, Long Beach GPA: 0
Coursework: Global trade, logistics management, procurement, operations management

2018
Long Beach, California

CERTIFICATIONS

- Certified Supply Chain Professional, CSCP 📅 2024
- Supply Chain Management Certificate 📅 2018

TECHNICAL SKILLS

- **Freight Modes:** Ocean freight, Air freight, Trucking
- **Trade Compliance:** Customs, Regulatory compliance, Global trade
- **Account Programs:** RFPs, Renewals, QBRs
- **Business Reviews:** MBRs, Market analysis, Client presentations
- **Commercial Growth:** Cross sell, Upsell, Revenue growth
- **Supply Chain Analysis:** Supply chain analysis, Cost analysis, Capability analysis
- **Commercial Operations:** Pricing, Procurement, Service requirements
- **Customer Systems:** Account planning, Client success, Retention
- **Team Development:** Mentoring, Coaching, Onboarding content
- **Process Management:** Process improvement, Playbooks, Checklists

SKILLS

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|----------------------|------------|--------------|---------------|
| • Account Management | • Trucking | • QBRs | • Pricing |
| • Global Trade | • Customs | • MBRs | • Procurement |
| • Ocean Freight | • RFPs | • Cross Sell | • Compliance |
| • Air Freight | • Renewals | • Upsell | |

PROFESSIONAL AFFILIATIONS

- Council of Supply Chain Management Professionals member, focused on logistics and supply chain practice.
- Professional logistics network participant, sharing account service and global trade insights with peers.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST