

JUAN CAMILO MONTOYA

Sabaneta, Antioquia, Colombia

Email: allship10@yahoo.com

Phone: +57 324 767-5018

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-----PROFESSIONAL SUMMARY-----

Experienced Customer Service Specialist with a solid background in maritime administration and logistics. Proven track record in project leadership, customer relationship management, and operational excellence. Skilled in overcoming sales challenges and turning negative responses into positive outcomes. Adept at fostering teamwork and driving continuous improvement initiatives. Fluent in English and Spanish.

-----SKILLS-----

- Customer Relationship Management
- Project Leadership
- Operational Efficiency
- Problem Solving
- Maritime Transport Logistics
- Multilingual: English, Spanish

-----EXPERIENCE-----

Customer Service Specialist, Logistics Masters USA LLC, Remote

June 2022 - February 2024

- Coordinated the provision of trucks, trailers, containers, and refrigerated units for freight transportation across the United States, Canada, and parts of Mexico.
- Ensured timely pickup and delivery of client merchandise from point A to point B.
- Maintained constant communication with clients, truck drivers, and receiving warehouses to ensure successful deliveries.

- Updated and maintained accurate records of all related documents for each load, ensuring perfect data entry.

Maritime Administrator, Allship Maritime Services, Cartagena, Colombia
February 2016 - July 2021

- Collaborated with ship owners to understand their needs and deliver exceptional service.
- Led daily operations ensuring high productivity levels and safety standards.
- Implemented improvements and facilitated teamwork to resolve challenges.

Maritime Administrator, Allship Services, Cartagena, Colombia
March 2008 - November 2015

- Developed and communicated project plans, ensuring on-time completion.
- Fostered effective relationships and proactively resolved operational issues.
- Demonstrated flexibility with availability for varying shifts to support operations.

Public Bus Owner, Sabaneta, Antioquia
February 1998 - July 2004

- Established outstanding customer service standards resulting in high satisfaction.
- Managed flexible schedules, demonstrating reliability and strong attendance.

-----EDUCATION-----

Associate of Arts in Waste Water Technology, Pima Community College,
Tucson, Arizona

-----LANGUAGES-----

- English: Proficient
- Spanish: Native

-----ADDITIONAL INFORMATION-----

Date of Birth: October 29, 1966