

# Robert F. Ford

Flat Rock, MI

734.286.1712

bobfordresume@gmail.com

<https://www.linkedin.com/in/robert-ford-394b4510>

## EXECUTIVE PROFILE

A dynamic, progressive, and strategic operations business leader in logistics with over 30 years of global experience, successfully leading operations, and sales teams. Committed to a high standard of operational excellence, optimal customer service, streamlining operational processes utilizing lean operating principles by implementing cost saving initiatives to drive revenue growth and profitability in an ever-evolving market. Well spoken, integrity driven, energetic, confident, and personable, the type of person on whom your external/internal stakeholders will rely on to demonstrate strong leadership, compliance and conflict resolution.

## CORE COMPETENCIES

Visionary leaders that will help the company grow both organically and through acquisition. Capable of helping any organization position itself as a global leader in logistics and supply chain. Business acumen, highly adept at building and working with sales teams, managing performance, training and mentoring. Excellent strategic planning, project management, prioritization, change management, organizational skills and complex problem-solving abilities and designing, implementing, and managing global logistics and supply chain operations across various types of industries. Attention to detail improving and streamlining operational efficiency thereby reducing costs and increasing revenue growth.

Products managed or sold: Customs Brokerage, Freight (Air & Ocean), North America, Supply Chain, OTR, specialized and heavy haul flatbed services, time critical transportation ground expedite and air charter service.

Proficient in developing and executing business action plans, cost reduction, reviewing income and balance sheets, preparing reports and proposals, budget and forecasting, with strong technical knowledge of the following.

Logistics Operations , Supply Chain Management , Business Development , Revenue Growth , Relationship Building  
Process Improvement , Vendor Management , Contract Negotiations , Staff Development , Communication  
Marketing , DOT Drug and Alcohol training, Accidents Investigation , Active Shooter , Quality Assurance ,  
Budgeting , Revenue Forecasting , Account Management , Customer Service P&L Optimization , Expense  
Management , Project Management , Regulatory Compliance , ISO Implementation, PPE Program Management ,  
Strategic Planning , Hazardous Materials Management , New Hire Orientation

## CAREER HIGHLIGHTS

**Tiger Critical Logistics | Flat Rock, MI 2020-current**

### Senior Director of Operations

To open-up and develop new sales territory and operational center.

To achieve TSA certification and become an indirect air Carrier.

Working on achieving C-TPAT certification from us customs and border protection.

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***Rozafa Transport | Shelby Township, MI 2019 – 2020***

## **VICE PRESIDENT OF STRATEGIC DEVELOPMENT**

Recruited by the CEO to be the Vice President of Strategic Development to help in the restructuring of the organization. Hired Safety Manager to develop a safety program for Drivers, including hours of service in accordance with DOT mandates. Build and manage maintenance departments. Conduct research to determine which small companies to acquire. Raise brand awareness by developing and implementing marketing and promotional campaigns.

- **Restructured the organization** encompassing global corporate strategic development, managing the implementation of Mexico operations, and developing partnerships with Mexican carriers.
- **Developed a five-year business plan** including global forwarding and a disaster plan for the company.
- **Expanded the team** by recruiting over-the-road truck drivers and all members of the newly formed brokerage team.
- **Created procedures and processes** while working with the ownership team.
- **Built a culture of integrity, engagement, performance, and responsibility** within the company while creating the human resources department.
- **Find and implement new TMS software.**
- **Was responsible for the security, safety and compliance** for the company EPA/DOT/OSHA regulations, Hazmat certification.
- **Lead member of the implementation team** for ISO/ C-TPAT / Minority owned, working on achieving certification.
- **Boosted revenue** by 28% bringing the total revenue to \$1.3 Million.

***TST Expedited Services | Woodhaven, MI 2017 – 2019***

## **CORPORATE TRAINER**

Safety & Compliance Driver, hiring, training, DOT qualify and maintaining files along with Drug and alcohol program. Accident investigation, cargo claims, work comp injuries, risk management. Writing and updating company policies and procedures. Created and maintain OSHA compliance program. Log auditing, maintaining data on equipment.

Responsible for training in the following areas:

Operations, Settlements, Billing, Compliance, Drug and alcohol, Accidents, Security, Customs, Satellites  
Logs, Hazardous Material and SmartWay

***MIAT College of Technology | Canton, MI 2017***

## **TEACHER OF GLOBAL LOGISTICS AND DISPATCH**

Taught students on supply chain management, warehouse and distribution, importing and exporting, business process management, procurement, logistics, material handling safety, ground transportation, and supply chain solutions.

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*RJ International Holdings LLC | New Baltimore, MI 2015 – 2017*

## **VICE PRESIDENT OF BUSINESS DEVELOPMENT**

Established new processes and procedures for the new unit for international operations. Educated and mentored staff on heavy haul and charter protocols. Built a robust group of vendors for charter operations. Implemented a new training program for new hires to promote continuity in the workplace. Authored the agent program for use across the company.

- **Restructured the organization** while executing and achieving the assigned goals.
- **Formulated** long-term growth strategies and plans.
- **Reduced expenditures** by negotiating pricing for new office and warehouse space.
- **Boosted revenue by 25% (\$595K)** at a 28% gross margin bringing the total revenue to \$1.5 Million.

*Specialty Worldwide Logistics | Flat Rock, MI 2012-2016*

## **PRESIDENT / CHIEF OPERATING OFFICER**

Oversaw all facets of new business development and logistics. Established the company's position as a heavy haul specialist in the industry. Supported the back office on accounts receivable and accounts payable transactions. Developed a robust client base and created contract terms for vendors. Integrated a training program for employees based on freight brokerage, tracking, and tracing.

- **Ensured vendor satisfaction** while working with carriers to list credit and payment terms.
- **Transformed the company culture** while managing business operations.
- **Promoted company products and services** by developing marketing brochures and using social media.
- **Skyrocketed revenue from \$0 to \$742K** – a 29% profit margin.
- **Headed a transformer move** for a large power company requiring several means of transportation.

*Bolt Logistics | Toledo, OH 2009–2012*

## **CORPORATE AIR FREIGHT OPERATIONS MANAGER**

Cultivated relationships and negotiated terms with airlines, trucking companies, and local pickup and delivery cartage agents. Developed rate proposals and analyzing RFQs for pricing. Mentored individuals on the sale acquisition team.

- **Created and integrated** procedures for air charter and freight operations.
- **Increased revenue growth and improved profit margins** by developing a revolutionary business development plan.
- **Slashed transportation costs by 18%** over three years while growing revenue of \$1.8M at a 32.5% gross margin.
- **Received 12 perfect audits** while working as the IAC Security Coordinator.