

NATHALY MARROQUIN

ABOUT ME

I have a Degree in Marketing, and I have been learning from different areas the last 12 years. I am passionate about logistics, I have worked in logistics operations for over 8 years and I have held positions that allowed me to manage customer service, warehouse inventory and distribution. I feel proud of the projects I have been part of, to make everyone's life easier and that allows to deliver to customers the best experience. I consider myself creative and skilled problem solver with exceptional communication skills and cross-functional team collaboration in meeting objectives.

WORK EXPERIENCE

Ocean Fulfillment Lead | Maersk Line | May 2022 - May 2023

- Ensure efficient and timely delivery of products across America to Europe.
- Maintain regular and effective communication, providing to the teams accurate and high-quality information in advance to enhance customer satisfaction.
- Spearhead initiatives to drive continuous improvement within the network, focusing on cost reduction, enhanced resource utilization, and improved reliability.
- Collaborate with a diverse range of internal teams and stakeholders to enhance network health, addressing any issues or bottlenecks promptly and implementing strategic measures to optimize operations.
- Support Procurement with the coordination of activities to improve the communication and performance of the vendors.

Marine Scheduler | Maersk Line | Mar 2020 - May 2022

- Develop plans ensuring efficient and smooth execution of all activities related to transportation and logistics.
- Design and implement contingency plans and scenarios to effectively address unforeseen events or disruptions, minimizing potential impacts on operations.
- Champion a culture of continuous improvement within the network, identifying opportunities to optimize processes, reduce costs, enhance efficiency, and improve overall performance.
- Manage communication channels with internal and external stakeholders, fostering strong relationships and ensuring timely and accurate exchange of information.

Capacity Operator | Maersk Line | Jun 2018 - Feb 2020

- Proactively identify and drive cost-saving initiatives by analyzing behaviors and processes, seeking ways to reduce expenses without compromising quality or service delivery.
- Mitigate the impact on service delivery during contingencies by implementing customer-centric strategies that prioritize satisfaction and address their specific needs.

Inland Operations Analyst | Maersk Line | Nov 2016 - May 2018

- Ensure strict adherence to store door import/export requirements to ensure the timely delivery of cargo in accordance with customer needs and expectations.
- Proactively identify and resolve any issues or challenges related to import/export requirements, taking swift action to minimize their impact on cargo delivery schedules.
- Foster strong relationships with key stakeholders, including customers and external partners, to facilitate smooth communication and address any specific needs or concerns related to store door operations.

Logistics Assistant | Forever 21 | Sept 2015 - Oct 2016


- Efficiently manage warehouse maintenance, oversee reception of merchandise, and distribution based on the sales reports and requirements from the stores.

Customer Service Specialist | DHL Express | Mar 2015 - Aug 2015

- Provided telephone and online customer support



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 Nathaly Marroquin

 Panama City

SKILLS

Teamwork
Process improvement
Communication
Customer service
Strategic thinking
Logistics operations

EDUCATION

B. in Marketing
Rafael Landivar University
2011 - 2015

LANGUAGES

Spanish - native
English - professional
proficiency