

JILLIAN WEST

Freight Broker Agent

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✉️ jillian.west@email.com

📍 Los Angeles, CA

💡 Professional summary

Proactive freight broker agent with experience negotiating freight rates, building carrier networks, and managing full-cycle logistics. Proven ability to improve shipping timelines and client satisfaction in high-pressure environments.

🚧 Experience

January 2021 - Now

Freight Broker Agent

Sunbound Logistics, Los Angeles, CA

- Develop and maintain a portfolio of over 75 carrier partners across the western U.S., reducing average load assignment time by 30% and improving broker-to-carrier relationship strength in priority lanes.
- Secured over \$1.2M in annual revenue through client acquisition and retention, leveraging rate benchmarking tools and strategic outbound outreach to drive profitable contracts.
- Negotiate competitive rates during fuel surges and market volatility, saving clients an average of 18% per shipment and positioning the brokerage as a cost-effective service provider.
- Collaborate with the operations and customer success teams to resolve delivery disruptions and carrier disputes, maintaining a 96% client retention rate over two fiscal years.

June 2018 - December 2020

Junior Freight Agent

LogiSwift Partners, Ontario, CA

- Managed 25+ shipments weekly across various modes including dry van, flatbed, and reefer, ensuring all carrier assignments met customer routing guidelines and compliance standards.
- Collaborated with accounting to reconcile freight invoices and manage disputes, reducing billing errors by 20% through pre-invoice audits.
- Achieved a 98% on-time delivery rate by coordinating tightly with drivers and dispatchers, adjusting routes dynamically when necessary.

🎓 Education

BBA in Logistics & Transportation, California State University, Fullerton | Fullerton, CA | 2018

Certifications

- Certified Transportation Broker (CTB) – TIA, 2022
- DOT Compliance Training – FreightPro Academy, 2020

Additional Information

- Member of Women in Trucking Association

💡 Skills

Freight rate negotiation	★★★★★
Carrier onboarding	★★★★★
FMCSA regulations	★★★★★
Cold calling & lead generation	★★★★★
CRM: Salesforce, Zoho	★★★★★
TMS software: McLeod, DAT	★★★★★
Load planning	★★★★★
Client retention	★★★★★
B2B outreach	★★★★★
Documentation & compliance	★★★★★

🗣 Languages

- Fluent in Spanish (business proficiency)