**[Business Development Customer Service](https://www.postjobfree.com/resume/adzjs3/business-development-st-petersburg-fl)**

**Location:**St. Petersburg, FL, 33701

**Posted:**September 07, 2023

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**Resume:**

MARK ODROWSKI

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DRIVEN OPERATIONS DIRECTOR

Project Director • General Manager • Operations Manager • Business Development Manager

Budget Planning • Continuous Improvement • Net New Business • Workplace Safety

WORK EXPERIENCE

Williams Industrial Services, ground linemen contractor for TECO May 2022- March 2023

Progressed quickly from labor to trouble call specialist on bucket truck, working 8 to 12 hours daily and 16+ hours during hurricane duty

Williams Industrial closing this location due to National Business sale.

SDS-RX, Tampa, FL 2022-2022

Director of Central Operations

Start up new office, relocate from Syracuse, NY, to Tampa FL

Staff for immediate Operations

Corp closed location due to buy out of direct competition in Ocala

Quality Construction and Renovation of Tampa LLC., Brandon, FL 2017 - 2022

Project and Operations Manager

●Oversaw 2 crews through contracted pricing, demolition, construction, and renovation.

●Procured all tools and supplies to ensure defined deadlines were met.

●Assisted, trained, and mentored junior staff as needed.

Exxact Express Inc., Lakeland, FL June 2015 - May 2017

Business Development Manager

●Generated 3 RFPs and bids per month.

●Secured $3M in business first year through cold calling, emails, and follow-up phone calls.

●Leveraged expertise in back door shipping office communications and boardroom negotiations.

TST Overland Express, Mississauga, ON 2011 - 2015

Dispatch Manager

●Coordinated 80 unionized drivers, 6 dispatchers, and 3 clerks in a 24/7 environment.

●Led 6 highway line haul drivers within a separate 50-member team.

●Optimized 600 deliveries and 300 pick-ups per day.

IPD Canada, Mississauga, ON 2007 - 2011

National Account Representative

●Specialized in expedited, road, ocean. and air transportation for perishable and fragile freight.

●Secured over $100,000 monthly in New Brunswick, Quebec, Ontario, and British Columbia.

TNT North America, Brampton, ON 2001 - 2007

Division General Manager

●Increased overall efficiency for 45 staff, 400 owner operators, and 1200 trailers.

●Reduced empty miles and bobtails by 15,000 miles per month by adding a freight broker division with $100,000 monthly revenues.

●Achieved 68 days preventable accident free on 2.7 million miles.

●Achieved Ford Q1 award for a 6-month average service of 99.8% for deliveries and pickups.

1998 –2001 CNR Intermodal Division Ontario District MGR Road Operations

Directed the operations of the trucking dispatch along with P&D process

Dynamically assisted to increase revenues by $3.5 million to $53 million through interaction with key accounts and joint sales calls.

Increased customer satisfaction levels to 98%, an 18% increase

Rated number 1 of 8 District Managers by aligning KPIs against other truck companies.

Nominated twice to the President's Customer Service Excellence award providing exceptional customer service.

Directed the day-to-day operation of a 300 O/O's and 18 dispatcher and clerical support staff in a 24/7 logistic environment.

National team member selected to help develop, test and implement an $8 million dollar National Central Dispatch System.

1988 – 1998 Roadway Express, Area Terminal / Branch Manager

Managed a sales team of 6 with yearly sales of $31.2 Million

Increased efficiencies in P&D and Dock

Supervised 50 people as well as 4 people at remote branch location in Barrie, Scarborough and Oshawa

Attained a 96.39% sales team quota achievement, 98% P&D utilization of equipment and reduction in dock overtime hours.

Mentored 4 sales representatives to achieve $15 million in sales

Earned Terminal Manager of the Year by exceeding all Operations and Sales goals.

Promoted to Larger Terminal, added 17% to profit dollars on $15 million in sales through internal coaching and system process updating. While stream-lining efficiencies in all areas of Operations; P&D & Dock.

EDUCATION

Concordia University, Montreal, Quebec Bachelor of Arts