



Alex Orozco

Logistics AI Specialist · Operations Transformation · 14+ years

📍 Dallas, Texas

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🌐 English · Spanish

— CORE COMPETENCIES

AI Enablement

Workflow Automation

DOMO · Business Intelligence

CargoWise Reporting

Data Aggregation & Cleanup

Data Transformation

Process Documentation

SOP Development

Requirements Gathering

KPI Reporting

Freight Forwarding

Logistics Operations

Cross-Functional Collaboration

Technology Adoption

Team Training & Support

Client Onboarding & Success

EN · ES Bilingual

— PROFESSIONAL SUMMARY

A results-driven logistics professional with 14+ years in freight forwarding, process automation, and operational management. Proven track record of leveraging AI and data analysis to drive efficiency, reduce operational costs, and increase profitability — a strategic leader adept at building and mentoring high-performing teams, negotiating complex carrier contracts, and strengthening client relationships to ensure market growth and service excellence.

— CERTIFICATIONS

Surface Transportation of Hazardous Material

ShipMate, Inc.

Transportation of Dangerous Goods by Vessel

ShipMate, Inc.

Transportation of Dangerous Goods by Air

ShipMate, Inc.

International Traffic in Arms Regulations (ITAR)

SEKO Logistics

Unit Load Device (ULD BUP 1500)

Lufthansa Cargo

— EDUCATION

Tarrant County College

Fort Worth, TX — Business Administration, Computer Science, Mathematics, Social/Behavioral Sciences

Henry County High School

High School Diploma

— PROFESSIONAL EXPERIENCE

Logistics AI Specialist — *I.T. Team*

MAR 2026 — PRESENT

Perimeter Global Logistics · PGL

- Lead AI-focused initiatives that support operational efficiency and internal technology adoption across the business.
- Work alongside data scientists and engineers on **DOMO** business intelligence efforts to improve reporting visibility and decision-making.
- Collaborate with engineers to develop software and workflow solutions that increase efficiency through AI-powered automation.
- Support foundational data work — aggregation, cleanup, and transformation — to enable an agentic layer.
- Translate business and operational needs into practical workflows, documentation, and process improvements that drive user adoption.

Client Success Coordinator

SEP 2025 — MAR 2026

Perimeter Global Logistics

- Supported client onboarding and post-sales implementation — moved new business from handoff through operational readiness, freight execution, and billing alignment.
- Partnered with Sales, Operations, and internal stakeholders to coordinate onboarding requirements, SOP execution, and service setup.
- Created and refined process documentation, onboarding standards, and internal workflows to improve consistency and service quality.
- Used **CargoWise** reporting and operational data to monitor progress, identify gaps, and support business reviews.

Sales Executive & Operations Supervisor

OCT 2024 — MAY 2025

Central Cargo North America · Dallas-Fort Worth, TX

- Directed branch-wide operations for International Import/Export, Domestic, and Warehouse functions while executing strategic sales plans to expand market share.
- Streamlined operational processes through automation and systems improvements, enhancing workflow efficiency across all departments.
- Supervised a multidisciplinary team — setting performance standards and providing targeted training to maintain high productivity and service excellence.

Pricing & Contracts Manager

JUN 2022 — JUN 2024

Point Global Logistics · Remote

- Established the pricing and contracts department from the ground up — streamlined freight processes utilized by **7 branch offices**.
- Enhanced profitability by **15%** by leading data-driven contract negotiations with air and sea carriers.
- Achieved a **20% increase in customer retention** by implementing strategic pricing adjustments based on detailed market trend analysis.

Inside Sales Supervisor

AUG 2021 — JUN 2022

Crane Worldwide Logistics

- Launched and managed a new pricing team responsible for **300+ weekly freight proposals**, reducing bid processing time by 10%.
- Drove a **12% revenue increase** by identifying and capitalizing on new pricing opportunities through meticulous market analysis.
- Developed and implemented training programs that improved the pricing team's operational efficiency by 15%.

International Operations Manager

AUG 2018 — JUN 2021

Team Worldwide · Dallas-Fort Worth, TX

- Directed all international freight operations — boosted departmental efficiency by **25%** through strategic process improvements.
- Reduced shipment delays by **20%** by fostering relationships with global partners and streamlining logistics processes.
- Improved customer satisfaction by **15%** through enhanced service throughput and rigorous team development initiatives.

Strategic Clients Account Manager & Data Analyst

SEP 2016 — AUG 2018

SEKO Aerospace & Aviation — Government & Defense · DFW, TX

- Managed the company's **#1 key aerospace client**, strengthening the partnership to achieve a 15% increase in client renewal rates.
- Developed data visualizations and reports that informed strategic decisions — resulting in a **10% reduction in operational costs** and a **20% improvement in turnaround time**.

International Operations Supervisor

JUN 2015 — AUG 2016

RAK Logistics · Dallas, TX

- Led international ocean import operations and served as the primary operational point of contact for strategic sales accounts.
- Cultivated client trust and ensured retention through hands-on shipment coordination and effective internal issue resolution.

International Export Manager & Operations

OCT 2012 — JUN 2015

SEKO Logistics · Dallas, TX

- Managed all export agent responsibilities — overseeing compliance and providing training for the export department.
- Coordinated air and ocean freight, troubleshooting delays and managing global agents to ensure shipments were compliant and on schedule.

Int'l Export Ops Agent — *Global Account PIC & QA Auditor*

MAY 2011 — OCT 2012

Kintetsu World Express · Dallas, TX

- Managed international air exports by consolidation, served as primary liaison for key global accounts, and ensured quality assurance compliance.

ALEX OROZCO · *References available upon request — or* DALLAS ·
RESUME *view the digital resume ↗* 2026