

# Kathleen (Kay) E. Springer-Scott

22 Greenridge Ln.  
Bentonville, AR 72712

479-366-5898

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## Profile

- ◆ Experienced Operations Support Staff Supervisor, Equipment Manager, and Terminal Manager
  - ◆ Proficient in MicroSoft Office programs with certifications in Advanced Excel, Advanced Access, and Time Management courses
  - ◆ Wrote AS400 Queries, AS400 Indexing and Menu Formatting
  - ◆ Well developed communication and interpersonal skills
  - ◆ Adept at overseeing diverse resources with a proven track record of planning, organizing, and leading
  - ◆ Excellent relationships within the transportation community, work teams, and executive management
  - ◆ Proven ability to enhance operational efficiency, affect team productivity, and maximize operating funds
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## Experience

### **P.A.M. Transport**

***Terminal Manager/ Equipment Manager  
Operations Admin and Support Staff Manager***

Tontitown, Arkansas

January 26, 1987 to January 9, 2009

- ◆ Managed drivers, operations security staff, and operations support staff
  - ◆ Helped in preparation of ISO certification
  - ◆ Prioritized tractors and trailers in company shops
  - ◆ Assigned equipment to drivers
  - ◆ Monitored and controlled security features in AS400 for all operations staff
  - ◆ Created and maintained production records and prepared reports on department activities
  - ◆ Compiled, analyzed and presented operations numbers and goals
  - ◆ Consistently met or exceeded company goals regarding manned equipment
  - ◆ Assisted subordinates and supervisors in identifying and resolving problems
  - ◆ Expedited communication between upper level management and general personnel
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## Professional References

- Keith Kragel  
General Manager, Allen Freight Services, Inc. Jacksonville, FL 904-783-3354
  - Ricky Cochran  
IT Manager, P.A.M. Transport, Inc. Tontitown, AR 479-361-5440
  - Mike Brinson  
Permit Manager, P.A.M. Transport, Inc. Tontitown, AR 479-361-5192
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**Personal References available on request**