

CHRIS BARTH

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EMPLOYMENT HISTORY

Cargo Claims and Detention Collection Intermodal Team Leader, July 2014 – December 2017

Employer: United Arab Agencies, Inc.

5515 Spalding Drive, Peachtree Corners, GA 30092

- Claims manager for United States with line claims ratio under 0.02% of annual volume, rail recovery over 90% of claim amount paid, and claim defense over 80% of claimed amount.
- As business needs changed, implemented the transition from one employee printing out paper detention invoices and stuffing envelopes to a formal process loop with four direct reports and two collections staff e-mailing, collecting balances, and monitoring the results.
- Audited over 270,000 truck moves resulting in 13,000 invoices totaling \$8.7M in 2016.
- Through coaching and development, billing disputes 25% down for invoices from 2014 to 2016.

Sr. Claims Coordinator, August 2013 – June 2014

Employer: Hanjin Shipping America, LLC.

4300 North Point Parkway, Alpharetta, GA 30022

- Coordinated a five member cargo claim team accountable under a senior manager from the Seoul head office.
- Personally discharged customer contractual disputes and recovered from liable contractors through knowledge of Federal law (Carriage of Goods by Sea Act, Carmack, The Trucking Act [Mexico], Hague Rules, Visby Amendments, etc.) and indemnity actions under State law.
- Reduced litigation risk by increasing customer satisfaction using employee work metric tracking, performance feedback, and procedural revisions to reduce the claim settlement period.

Claims Coordinator, August 2008 – August 2013

Employer: Hanjin Shipping America, LLC.

4300 North Point Parkway, Alpharetta, GA 30022

- Reduced the annual cargo claim count with the introduction of motor carrier and shipper facing educational materials tailored by database analysis of commodity specific claim history.
- Researched and drafted international business, regional expansion, and maritime risk evaluation reports for the shipping agent network expansion to Argentina, Chile, Columbia, Ecuador, and Peru in 2010.
- Assumed claim responsibility for South America upon commencement of the Latin America Services.

Claims Analyst, April 2008 – August 2008

Employer: Hanjin Shipping Company, LTD.

80 State Route 4, Paramus, NJ 07652

- Evaluated freight claims for validity, reasonableness, merit, and legal compliance.
- With attention to detail, parsed various commercial shipping documents (packing lists, entries, etc.) to determine extent of carrier liability.
- Indemnified and billed liable vendors to recover insurance, equipment, and other costs for both domestic claims and claims.
- Reviewed accounting data related to claim payables and claim receivables for corporate compliance.

Pricing Analyst, January 2006 – April 2008

Employer: Hanjin Shipping Company, LTD.

80 State Route 4, Paramus, NJ 07652

- Evaluated volume service contracts, amendments, inland rail carrier tariffs, terminal contracts, house trucker agreements, and equipment maintenance contracts for profit, risk, and legal liabilities.
- Leveraged many sources such as business reports, stock prices, hiring volume estimates, publicly announced building expansions, and private market research.
- Authored advanced Microsoft Access and Microsoft Excel Visual Basic for Applications macros and forms to automate data analysis and decision support systems.
- Responsible and accountable for the Houston Sales Region from October 2006 to April 2008.
- Filed contracts with the Federal Maritime Commission Service Contract Filing System via the Descartes Systems Group Ocean Compliance service.

Account Executive, September 2005 – December 2005

Employer: Broadview Networks, INC.

1065 Avenue of the Americas, New York, NY 10018

- Outside sales of data, voice, hardware, cloud storage, and voice over internet protocol telecommunications products as a competitive local exchange carrier under the Telecommunication Act of 1996.
- Used sales force automation software, cold calling, online databases, customer relationship management software, and funnel management tools to track and generate prospects.

Account Manager, September 2004 – June 2005

Employer: Round-the-World Logistics (U.S.A.) CORP.

333 Cantor Avenue, Linden, New Jersey 07036

- Provided customer service for local accounts by assigning truckers based on Federal Motor Carrier Safety Administration safety records, tracing shipments using the online tools and web portals of various carriers, and coordinating freight diversions with operations and custom brokers.
- Familiar with the Harmonized Tariff Schedule, bonded cargo, and clarifying customs declarations via the Customs Rulings Online Search System.

EDUCATION

Metropolitan College of New York, New York, NY

Master of Business Administration in General Management, September 2004 – August 2005

University of Massachusetts, Amherst, MA

Bachelor of Arts in Japanese Language and Literature,

Concentration in Linguistics, September 1998 – September 2002

TRAINING

Union Pacific Railroad 2011 Intermodal Seminar, Omaha, NE, September 26th - 30th, 2011

Pipeline and Hazardous Materials Safety Administration,

Hazardous Materials Compliance and Security, January 19th, 2011

National Association of Legal Assistants, Contract Law, Self Study Program, 2010-2011

Custom Excel 2003 Level 3, January 24th - 25th, 2007

Fundamentals of Shipping, May 16th - 17th, 2006

COMPUTER TECHNOLOGY SKILLS

Oracle Business Intelligence, Oracle Applications R11 and R12, Siebel eBusiness Applications Version 7.8, Siebel Repository, DeciWeb, and Infor Extensity MPC

Microsoft Office System including Access, Word, Excel, Outlook, PowerPoint, SharePoint, and Publisher.