

Dwayne Watson II

LOGISTICS SUPERVISOR

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EXPERIENCE

Import/Export - IDT Supervisor

Hapag Lloyd Intermodal | Atlanta, GA

2021 – 2024

- Led performance management for a 5-member inland rail team in a global 24x7 enterprise environment.
- Monitored vessel schedules and container movements using XPS TOS Systems, improving workflow efficiency.
- Implemented system upgrades with FIS software, leading trial runs for employee adaptation.
- Managed international customs clearances and streamlined data entry via OCR systems.
- Oversaw weekly sales calls and influenced customer satisfaction NPS scores (+30 as of October 2023).
- Processed global billing and invoicing, generating detailed reports on container dwell times.

Courier/Team Lead

FedEx Express | Atlanta, GA

2020 – 2021

- Coordinated trucking routes and delivery schedules using Zebra technology for optimal efficiency.
- Conducted staff training on updated safety protocols and operational procedures.
- Delivered timely pickup and transport services, ensuring strict adherence to DOT regulations.

Team Lead

FedEx Office | Atlanta, GA

2017 – 2020

- Managed team assignments and ensured the successful completion of print projects for Fortune 500 clients.
- Leveraged Microsoft Office and Adobe Creative Cloud for creating reports and customer deliverables.
- Provided excellent customer account management while supervising daily operations.

Railroad Yardman/Truck Driver

Parsec Intermodal | Atlanta, GA

2017 – 2017

- Led overnight shifts, coordinating crane operations and ensuring safe rail yard practices.
- Operated trucks to transport containers, collaborating with teams to meet operational goals.
- Gained exposure to crane systems and XPS TOS technology for logistics tracking.

EDUCATION

Georgia State University | Atlanta, GA

Bachelor of Business Analytics, 2026

South Cobb High School | Austell, GA

2012 – 2016

- Varsity Wrestler | Member, Men's Choir

SKILLS

- **Technical Proficiency:** Microsoft Office Suite, Blume Global, Salesforce, QlikView, Jira, Freight Information Systems (FIS 2 & FIS 3), XPS TOS Systems, Python, PowerShell, Adobe Creative Cloud, OCR Technology.
- **Networking & Security:** Foundational knowledge of TCP/IP, HTTP, SMTP, Windows OS, and security systems including firewalls and IDS/IPS.
- **Operational Expertise:** Supply chain management, intermodal scheduling, team leadership, system upgrades, and process optimization.
- **Tools & Systems:** Zebra POS System, vessel tracking, BOL/MBL processing, and international customs clearances.
- **Soft Skills:** Excellent communication, interpersonal skills, problem-solving, and team building.

KEY ACHIEVEMENTS

- Spearheaded a system upgrade project at Hapag Lloyd Intermodal, increasing workflow efficiency by 15%.
- Improved intermodal scheduling accuracy by integrating OCR data entry solutions.
- Enhanced customer satisfaction through proactive process improvements and team collaboration.