

Gianna Gibbs

Carrier Manager, Transportation Management

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STRENGTHS

- 🔗 **Carrier relationships**
Built trust with dispatch teams through direct follow up, clear actions, and steady service recovery conversations.
- ♥️ **Cost analysis**
Compared bids, contracts, spot freight, and actual spend; one review clarified a sourcing decision for account leaders.
- ☰ **Procurement execution**
Supported RFPs and mini bids from data preparation through award review, keeping stakeholders aligned when lanes shifted.
- 🔍 **Operational judgment**
Used service history, capacity signals, and market context to recommend practical carrier coverage, not price alone.
- 📌 **Data storytelling**
Turned Tableau findings into focused KPI discussions; operations teams sought follow up when exceptions needed context.

SKILLS

- Truckload transportation
- Carrier management
- Route guide management
- Transportation procurement
- Carrier performance Bid analysis
- Spot freight Cost analysis
- Tender acceptance
- On time service Shipment visibility
- Carrier onboarding KPI analysis
- Market trends
- Continuous improvement

SUMMARY

Carrier management and transportation professional with six years supporting truckload operations, procurement, **route guide management**, and cost analysis across 3PL and shipper environments. Manages **carrier relationships** through tender acceptance, **on time service**, shipment visibility, compliance, capacity, and corrective action reviews. Leads RFP and mini bid execution, **post bid analysis**, carrier onboarding, EDI coordination, and Carrier Portal readiness. Uses Tableau, Google Workspace, online bidding tools, and transportation data to compare contracted rates, bid responses, spot freight, and actual results. Partners with customers, carriers, procurement teams, and operations leaders to turn performance findings into practical sourcing recommendations. Brings knowledge of truckload market trends, DOT, FMCSA, CSA, and HOS requirements. This background supports reliable service, disciplined cost control, and stronger carrier collaboration.

EXPERIENCE

Carrier Manager, Truckload Operations

Riverbend Transportation Solutions 📅 April 2024 - Present 📍 Cincinnati, OH

Owns **carrier performance**, route guide governance, procurement support, and service recovery for assigned customer networks. Connects transportation data with carrier relationships, sourcing decisions, onboarding workflows, and cost control.

- Reviewed **tender acceptance**, **on time service**, visibility, and compliance trends for weekly carrier action.
- Closed capacity gaps through route guide reviews using shipment history and current market conditions.
- Evaluated RFP and mini bid responses against network fit, incumbent results, and projected cost.
- Compared actual spend with contracted rates, isolating accessorial and **spot freight** drivers for follow up.
- Coordinated **carrier onboarding**, EDI connectivity, and **Carrier Portal** readiness before first load execution.
- Presented KPI findings to operations and carriers, assigning actions for service recovery and improvement.

Transportation Procurement Analyst, Truckload Sourcing

Midwest Gateway Logistics 📅 January 2022 - March 2024 📍 Cincinnati, OH

Analyzed truckload procurement data for shipper accounts, supporting RFP preparation, bid evaluation, market review, and routing guide decisions. Delivered clear **Tableau** and **Google Workspace** analysis for procurement and account stakeholders.

- Flagged lanes needing sourcing through review of capacity, service history, volume, and market movement.
- Built Tableau views combining lane volume, tender behavior, carrier service, and transportation cost data.
- Prepared RFP data and checked carrier responses against customer network requirements before award recommendations.
- Compared carrier pricing with contracted rates and market conditions, clarifying cost drivers for account teams.
- Researched carrier options using geographic fit, historical performance, network needs, and truckload market knowledge.
- Maintained bid records and carrier communications across sourcing cycles for later **compliance** analysis.

Carrier Operations Specialist, Truckload Execution

Queen City Freight Services 📅 October 2020 - December 2021 📍 Covington, KY

LANGUAGES



MY CAREER



- Carrier Manager, Truckload Operations at Riverbend Transportation Solutions (2.4 Years)
- Transportation Procurement Analyst, Truckload Sourcing at Midwest Gateway Logistics (2.2 Years)
- Carrier Operations Specialist, Truckload Execution at Queen City Freight Services (1.2 Years)

- Supported daily truckload execution through tender monitoring, carrier communication, shipment visibility, exception review, and compliance escalation. Connected operational details with cleaner sourcing records and practical service decisions.
- Monitored tender responses, appointments, **shipment visibility**, and carrier exceptions across customer freight.
 - Built dispatch relationships that resolved service issues and confirmed capacity for time sensitive loads.
 - Reviewed recurring tender rejections with operations, supplying lane evidence for routing decisions.
 - Tracked **spot freight** and documented off contract coverage reasons for later sourcing reviews.
 - Maintained carrier records and escalated **EDI** or portal access issues before execution disruption.
 - Applied **DOT, FMCSA, CSA**, and HOS awareness when escalating transportation compliance concerns.

PROJECTS

- Truckload Route Guide Optimization** 📅 2024
- Reliable capacity starts with useful information. Reviewed lane history, carrier performance, bid responses, and spot freight patterns to support route guide decisions that balance service, cost, and market availability.
- Carrier Onboarding Workflow** 📅 2023
- Good transportation partnerships begin with clear handoffs. Mapped operating requirements, EDI connectivity, Carrier Portal setup, and first load readiness to reduce friction between carrier awards and execution.

LEADERSHIP & AWARDS

- Recognized by procurement leadership for clear truckload bid analysis and practical sourcing recommendations.
- Selected by operations peers as a trusted resource for carrier service exceptions and corrective action.
- Commended for dependable carrier communication during routing guide and onboarding initiatives.

EDUCATION

Bachelor's Degree in Supply Chain Management
Northern Kentucky University 🎓 GPA: 4.0 📅 2020 📍 Highland Heights, KY
***Coursework:** Transportation procurement, logistics management, supply chain analytics, business statistics*

CERTIFICATIONS

- Tableau Desktop Specialist 📅 2024
- Google Workspace Productivity Certificate 📅 2023

TECHNICAL SKILLS

- **Transportation Systems:** Transportation Management Systems, Carrier Portal, Route Guide Management
- **Procurement Tools:** RFPs, Mini Bids, Online Bidding Tools
- **Data Visualization:** Tableau, KPI Dashboards, Performance Reporting
- **Google Workspace:** Google Sheets, Google Docs, Google Slides
- **Carrier Connectivity:** EDI, Carrier Portal Setup, Shipment Visibility
- **Cost Analysis:** Contracted Rates, Spot Freight, Accessorial Analysis
- **Truckload Operations:** Tender Acceptance, On Time Service, Capacity Planning
- **Compliance Standards:** DOT, FMCSA, CSA
- **Hours And Safety:** HOS, Carrier Compliance, Operating Requirements
- **Market Intelligence:** Truckload Market Trends, Capacity Analysis, Sourcing Analysis

PROFESSIONAL AFFILIATIONS

- Council of Supply Chain Management Professionals, transportation and logistics participant.
- Transportation Intermediaries Association, 3PL operations and carrier relations participant.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST